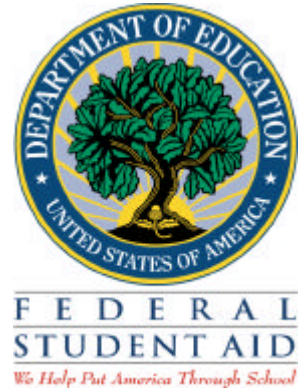


FSA Modernization Partner

United States Department of Education

Federal Student Aid



VDC Coordination Monthly Report February 2002

Task Order #106

Deliverable # 106.4

Version 1.0

June 4, 2002



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1 Introduction

This is the February 2002 monthly report for Task Order XX, VDC Coordination. The purpose of this task order is to facilitate smooth operations between Modernization Partner and the Virtual Data Center (VDC) by providing a dedicated liaison team for coordination of architecture and infrastructure requirements, budgeting, and capacity planning.

2 VDC Transition Meeting Summary

The VDC Transition Planning Meeting was held each Tuesday at 9am during the period of this report. Each week a detailed set of minutes was recorded and distributed to act as an agenda for the following week. Meeting minutes were prepared by the VDC Coordination team to act as agendas for meetings held 2/5/02, 2/12/02, 2/19/02, and 2/26/02. Each of these documents (excluding schedules and points-of-contact list) is included in its entirety in Appendix A.

3 VDC Production Meeting Summary

The VDC Production-Operations Meeting was held each Thursday at 2pm during the period of this report. Each week a detailed set of minutes was recorded and distributed to act as an agenda for the following week. Meeting minutes were prepared by the VDC Coordination team to act as agendas for the meetings held 2/7/02, 2/14/02, 2/21/02, and 2/28/02. Each of these documents (excluding points-of-contact list) is included in Appendix B.

4 Project Requirements Reviews Summary

The VDC Coordination team scheduled and hosted a preliminary requirements discussion for the Lender Redesign team on 2/5/02. Attendees included the task order manager, the project technical architecture lead, the VDC Service Delivery Manager, Integrated Technical Architecture (ITA) personnel, and the VDC Coordination team. The topic of discussion of this review was the Preliminary Requirements for VDC Resources form for the Lender Redesign team, included in Appendix C – the VDC Coordination team assisted with the completion of this form.



5 Capacity Planning Summary

The capacity planning effort during the period of this report (February 2002) was focused on the continued collection of forecasted Direct Access Storage Device (DASD) requirements for systems at the VDC. No spreadsheet update was released during this period.



6 Master VDC Transition Schedule

The VDC Coordination team continued to maintain and publish the VDC Transition Schedule during February 2002. A copy of spreadsheet updated 2/27/02 is included below.

SFA Modernization Partner, VDC Coordination Transition Planning Schedule, UPDATED 2/27/02														
Project Technical Contact	IRB	Task Order Signed	IPIT Kick-off	Business Requirements Complete	Tech Arch Design Submitted to VDC	VDC Funding Approved	Dev Env't Req'd (1-5)	Test Env't Req'd (1-5)	Prod Env't Req'd (1-5)	Performance Test (Start/End)	Transition Readiness / Maintenance Doc. (6)	PRR / Go-Live Sign-off	Prod. Date	
VDC Read/Map Steps	1,2,3,4,5	6	7	7.5	8	11, 12			13, 14	15	17	18		
Modernization Partner Development Projects														
COO	Frank Southfield	01/02/01	10/15/01	01/02/01	01/02/01	09/30/01	10/15/01	08/01/01	10/05/01	01/09/02	2/11/02-2/25/02	tbd	tbd	04/01/02
Credit Management Data Mart	Brad Wilson	05/01/01	08/15/01	05/30/01	05/30/01	10/08/01	n/a	09/04/01	10/09/01	01/11/02	1/13/02-2/13/02	02/15/02	03/05/02	03/09/02
Consistent Answers - Stage 4 (CTUVR)	Monica E. Krueger	01/03/02	mid Feb '02				Req. + 90 days	Req. + 90 days	Req. + 90 days				07/07/02	07/31/02
Consistent Answers - Stage 5 (Siebel)	Stéphane Sedgewick	01/03/02	mid Feb '02				Req. + 90 days	Req. + 90 days	Req. + 90 days				08/30/02	10/14/02
eSourcing	John F. Coleman	12/08/00		03/01/01	03/01/01		n/a	n/a	n/a					04/01/02
Portals Rollout - Students Portal	Matthew B. Wilson	11/15/01			11/23/01		01/14/02	02/08/02	03/15/02	3/11/02-4/2/02		04/01/02	04/15/02	
Portals Rollout - Financial Partners Portal	Matthew B. Wilson	11/15/01			11/23/01		01/14/02	02/08/02	03/15/02	3/11/02-4/2/02		04/01/02	04/15/02	
Financial Partners Data Mart - Phase II	Ahmad Z. Usmani	11/15/01		12/03/01			02/25/02	03/15/02	04/15/02	5/6/02-5/10/02	04/24/02	05/10/02	05/20/02	
eCampus Based - Rel. 2	Jason M. Pabon		07/02/01	01/15/01	02/01/01	03/01/01	09/02/01	09/02/01	n/a	3/11/02-3/15/02	03/11/02	03/25/02	early April '02	
Enterprise Application Integration - Rel. 3.0	Eric N. Suzuki				02/01/02	05/03/02								
Integrated Technical Architecture - Rel. 3.0	Alex H. LeFur	10/13/01		12/01/01	12/15/01	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Lender Redesign - Phase I (LAP)	Anand Iyer	11/07/00	02/14/01	12/01/00	03/01/01		n/a	03/01/02	mid-March '02	n/a		03/20/02	03/25/02	
Lender Redesign - Phase II (LAP)	Anand Iyer	11/07/00	02/14/01	12/01/00	03/01/01		n/a	03/01/02	mid-March '02	n/a		03/20/02	04/19/02	
Lender Redesign - Phase III (LaRS)	Anand Iyer	11/07/00	02/14/01	12/01/00	03/01/01		n/a	04/15/02	early-June '02	5/27/02-5/31/02		06/19/02	06/21/02	
e-Audit	Ian Moore						late Jun '02			Sept '02				Nov '02
FAFSA on the Web - Rel 7.0														
SFA/CO Development Projects														
Students.gov	Ron Hodges	n/a	n/a	n/a	n/a	03/01/01	n/a	n/a	11/02/01	03/04/02	12/04/01-2/08/02	tbd	tbd	mid-March
Policy Guidance	Andrea Hayford	n/a	n/a	06/15/01	07/20/01	08/13/01	09/05/01	09/05/01	03/25/02	n/a	03/25/02	04/12/02	04/19/02	
SFA NET Redesign - Version 2	Phil Coons	n/a	09/26/01	12/05/01	n/a	11/01/01	n/a	n/a	n/a	5/29/02-6/12/02		06/03/02	06/30/02	
SFA Coach	Pam Meadows	n/a	n/a	12/19/01	n/a	01/03/02	01/16/02	n/a	01/07/02	tbd	1/6/02-2/6/02	tbd	on hold	on hold
Ombudsman Internet Redesign	Carole Karabikova						mid-March '02							June '02
Future Projects														
NSL (SFA Modernization)	John W. Zolten													
SFA Portal Arch V2	tbd													
OnICS	Teddy Hwang													Dec-02
* Environment Required date indicates the first day an environment is required for use, once VDC and ITA configuration is complete, HW and OS ready for application software install														
Definitions:														
IRB - Investment Review Board meeting date														
Task Order Signed - Date TO for project consulting services signed														
IPIT Kick-off - Date of Integrated Product Team kick-off meeting														
Business Requirements Complete - date completed														
Tech Arch Design Submitted to VDC - Date it was forwarded to the VDC (Tech Arch Design doc. includes logical and physical diagrams for dev, test and prod environments.)														
VDC Funding Approved - date CSC's task order/purchase order is signed for CSC services and hardware purchases														
Dev Environment Req'd - indicates the first day the environment is required for use, once VDC and ITA configuration is complete, hardware and operating system ready for application software install														
Test Environment Req'd - indicates the first day the environment is required for use, once VDC and ITA configuration is complete, hardware and operating system ready for application software install														
Production Environment Req'd - indicates the first day the environment is required for use, once VDC and ITA configuration is complete, hardware and operating system ready for application software install														
Target Production Date - official Go-Live date														
Performance Test - start and end dates for stress test period														
Transition Readiness (VDC) Documentation - Call-Out List, OLA, Logical and Physical Diagrams, Diagnostics list, Operations Checklist, Responsibility Matrix, Installation Guidelines. Update enterprise architecture diagram														
PRR/Go-Live Sign-off - Project Readiness Review meeting date														
Production Date - Application Go-Live. Developer access is terminated. Support responsibility transferred to the VDC and Application Maintenance Team														
Notes (Lead Times and Other Requirements):														
1) 90-day lead time req'd from VDC Funding Approval to Dev Env't Req'd (including telecom connectivity to off-site dev location)								4) 60-90 day leadtime for external connections (i.e. frame relay, T1) to remote development locations						
2) 10 business day lead time (after security p/w provided) for EDOD requests (i.e. ED Lan accounts)								5) 10 business day code freeze for VDC planning, review, script testing and lock down, knowledge transfer to production						
3) 8 bus. day leadtime for all VDC requests (i.e. Unix/system accounts, ports), larger requests (over 25 accounts) 10 business days								6) Transition readiness maintenance documentation needs to be sent to the VDC 10 business days prior to the PRR scheduled date						



7 VDC Roadmap Improvements

During the period of this report (February 2002), the VDC Coordination team was involved in the following efforts aimed at improving the VDC Roadmap:

- Continued validation and update of the hyperlinks contained in the VDC Roadmap, and the validation and update of those items linked therein
- Produced and released a preliminary requirements template archive for use in developing and communicating requirements
- Produced and released a Production Readiness Review (PRR) template archive for use in completing documentation required for PRR
- Continued to provide process definition to a separate effort at ModPartner that was working to develop an automated web-based VDC change request tracking tool
- Continued to assist with the application for and tracking of VDC User ID requests



8 Appendix A – VDC Transition Meeting Minutes/Agendas

8.1 Meeting Minutes from 1/29/02, Agenda from 2/5/02

Meeting Information

Meeting Name: VDC Transition Planning Meeting
Chairs: Bob Malloy (Mod Partner), Slawko Semaszczuk (SFA/CIO)
Facilitator: Bob Malloy (Mod Partner)
Date: [February 5, 2002](#)
Time: 9:00 AM – 10:00 AM EDT
Location: Conference call dial-in, or Rm. 221b in 820 Union Center Plaza
Phone Number: 847-714-2900, ID# 4400

Announcements

- **EAI Implementation Workshop** scheduled 2/13/02, 1:30-4pm, Rm. 221b,c in 820 Union Center Plaza
- **SFA Security ID requests:** Requests are made via the “VDC Electronic Request Form”, should be sent to CSC_DOE_SFA_REQS@csc.com from someone authorized to process SFA requests – coordinate with Jim Cunningham (james.cunningham@ed.gov, 202-377-3577)
- **Mod. Partner security point-of-contact:** Michael Thorpe (michael.j.thorpe@accenture.com) 202-962-0602
- **Disaster Recovery:** For questions or issues with disaster recovery, please contact Jim O'Donnell, CSC Contingency Services Manager for SFA. (jodonn21@csc.com, 860-513-5845)
- Please forward updates (schedule, issues, contacts, meeting announcement distribution, etc.) to Dave Woods, david.d.woods@accenture.com, 202-962-0750. If your project cannot attend, forward status update via e-mail to Dave Woods with cc: to slawko.semaszczuk@ed.gov, robert.d.malloy@accenture.com by COB Monday



Executive Summary

- High risk items
 - COD – Encryption expected in place around 2/15/02, no date yet on hardware delivery, completion is +2 weeks from hardware receipt. Delay in funding signoff caused 2/5/02 date to slip, Frank Southfield working project plan options in likely event 2/5/02 date is not met
 - High volume from CMDM on HPV1 since mid-December indicates risk for production on HPV2, performance testing ongoing – production date 2/15/02, contingency plans in consideration to meet production date
- Notable project schedule updates (detail changes given in project section)
 - FARS Retirement (Credit Management Data Mart)
 - Students.gov

8.1.1.1 Modernization Partner Development Project Updates

8.1.1.1.1 COD

SFA CIO IT Services: Keith Wilson, 202-377-3591

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Frank Southfield, 202-962-0790

Mod Partner Project Manager: Chris Merrill, 202-651-3853

SFA Business Owner: Steve Wingard, 202-377-3127 / Rosemary Beavers, 202-377-3126

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Ellis Williams, 202-708-9017

Weekly Network Architecture and Infrastructure Meeting: Thursdays, 9am

Weekly Telecom Meeting: Fridays, 8am

- Encryption expected in place around 2/15/02, no date yet on hardware delivery, completion is +2 weeks from hardware receipt. Delay in funding signoff caused 2/5/02 date to slip. Frank Southfield working COD project plan options in event 2/5/02 date is not met
- User Acceptance Test ongoing
- ATM 80-85% ready, all connection configurations complete, need to test. As of Friday 1/25, four out of six T1 lines converted successfully, Sprint reports the remaining two have been fixed, need to check. ATM is not holding up production schedule
- **Action Item:** Jerry Ryznar – Provide schedule for encryption router delivery and installation. Due: ASAP

8.1.1.1.2 FARS Retirement (Credit Management Data Mart)

SFA CIO IT Services: Bing Yi, 202-377-3583



SFA CIO IT Services Alternate: Tim Lin, 202-377-3585
SFA CIO eCAD: Cheryl Queen, 202-377-3526
Tech Arch lead: Madhu Shantharaj, 202-962-0663
Tech Arch POC: Brad Wilson, 202-962-0659
Mod Partner Project Manager: Gray Griffith, 703-947-1718
SFA Business Owner: Sybil Phillips, 202-377-3206
CSC Account Executive: Jennifer Hance, 202-842-7399
System Security Officer: Schonda Piper, 202-377-3275
Weekly TA Meeting: **TBD**

- Schedule update 1/29/02:
 - Performance Test: 1/13/02-2/13/02
 - TRR Docs: 2/15/02
 - PRR: 3/6/02
 - Production: 3/8/02
- High CPU utilization from CMDM on HPV1 since mid-December indicates risk for production on HPV2, performance testing in progress, need to get earliest possible notice if additional hardware is to be required on HPV2 for CMDM production
 - CPU utilization problem manifests in testing a once-monthly CMDM process, 18-20 hours long on HPV1, will probably occur 6th or 7th day of month in production
 - Parameter changes to Oracle have brought CPU utilization down significantly, additional testing 1/29 will help VDC determine if new hardware is required
- Students Channel SLA – Scott Smith wants to push for datamart availability 6:30am-6pm during SFA operating hours, CSC has agreed to move maintenance window for NT servers in production to Sunday mornings
- Integration testing FMS interfaces underway, still some FMS changes coming, assessing schedule impacts, CMDM production date moved back into March
- **Action Item:** Paul Noniewicz – Physical storage space on E5 test environment expected to be available by 12/28/01 week, Paul will work with FARS to move data over from NFS mounted volume. Due: February 2002



8.1.1.1.3 Consistent Answers – Stage 4, 5

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead, CA Stage 4: Monica E. Krueger, 312-693-6681

Tech Arch lead, CA Stage 5: Stephanie Sadowski, 202-962-0876

Mod Partner Project Manager: Darrel W. Cravens, 202-962-0865

SFA Business Owner: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

CSC Account Executive: Jerry Ryznar, 202-842-7397 / Ray Thomas, 202-842-7398

System Security Officer: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

Weekly TA Meeting: Tuesday, 3pm

- Still targeting to deliver requirements for Development environment by 1/31/02
- CSC and Accenture have discussed in detail what environments will be needed, what capacity will be required. Additional CPUs and memory will be added to HPV1 as needed for Consistent Answers, expect this will be 4 x 550MHz CPU, 4GB memory
- Production and Test environment requirements will be defined early March 2002

8.1.1.1.4 eServicing

SFA CIO IT Services: Cathy Power, 202-377-3580

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: John Coleman, 703-947-1372

Mod Partner Project Manager: Kerry Trahan, 703-947-2899

SFA Business Owner: Dan Hayward, 202-205-0038

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Dan Hayward, 202-205-0038

Weekly TA Meeting: *TBD*

- Working on volume predictions for eServicing / PIN Site
- Meeting scheduled Friday 2/1 with SFA on PIN encryption and verification
- **Action Item:** Keith Wilson – Arrange another PIN Site capacity planning session with Jeanne Saunders. Due: 2/5/2002

8.1.1.1.5 Portals Rollout

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: Matthew B. Wilson, 202-377-3072

Mod Partner Project Manager: Jacqueline Dufort, 202-962-0855

SFA Business Owner: Steve Allison, 202-377-3536



CSC Account Executive: Jeff Robinson, 202-842-7396
System Security Officer: Steve Allison, 202-377-3536
Weekly TA Meeting: **TBD**

- Test environment will be ready by 2/8/02
- Working with ITA to plan performance test
- Taking steps to set up ClearCase and ClearQuest with Ron Langkamp, Paul Capotosto working on setup of NT accounts at VDC
- Confirmed 1/22, user IDs and directories are set up on machines at VDC
- **Action Item:** Matthew Wilson – Coordinate with Steve Allison on status of security ID requests for NT accounts. Due: 2/5/2002
- **Action Item:** Keith Wilson – Arrange discussion with Frank Kidd and CSC regarding User ID administration for Rational

8.1.1.1.6 Financial Partners Data Mart – Phase II

SFA CIO IT Services: Tim Lin, 202-377-3585
SFA CIO eCAD: Aaron Grace, 202-377-3531
Tech Arch lead: Ahmad Z. Usmani, 202-962-0716
Mod Partner Project Manager: Nancy Krecklow, 202-962-0637
SFA Business Owner: Anna Allen, 202-377-3312
CSC Account Executive: Jeff Robinson, 202-842-7396
System Security Officer: Willie Sutton, 202-377-3320
Weekly TA Meeting: No scheduled meeting

- FP Data Mart will be charged for the additional DASD that needs to be brought online for Release 2, working on the CR that is needed to allocate the DASD to the FP Data Mart
- MicroStrategy 7.1.4 not Section 508 compliant, need to wait for version 7.2, may impact 5/20/02 production date. If 7.2 is not available until April, FPDm may pursue a waiver from SFA, as was done for Release 1
- Working with EAI on Core Services Questionnaire, TBD schedule getting on EAI bus, will be using EAI to get data from source systems
- Business Requirements 1/22/02 due date slipped because TO not approved yet, received authorization from SFA to proceed on 1/29, made an informal delivery of the requirements to SFA on 1/22, expecting comments by 2/5. Business Requirements will not be defined officially until TO signed

8.1.1.1.7 eCampus Based – Release 2

SFA CIO IT Services: Bing Yi, 202-377-3583
SFA CIO eCAD: Mark Polanskas, 202-377-3524



Tech Arch lead: Jason Patton, 703-947-2410
Mod Partner Project Manager: Kerry Trahan, 202-962-0853
SFA Business Owner: Milton Thomas, 202-377-4221
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Milton Thomas, 202-377-3182
Weekly TA Meeting: **TBD**

- Beacon will most likely run performance testing on Mercury Interactive
- VDC/SFA would like a briefing on eCB performance test plan prior to testing, and a briefing on results following performance testing
- **Action Item:** Jason Patton – Distribute eCB Performance Test Plan one week prior to performance testing to Alex LeFur, Keith Wilson, Dave Lass, Slawko Semaszczuk, Gary Adams. Due: NLT 2/11/2002

8.1.1.1.8 Enterprise Application Integration – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557
EAI Tech Arch lead: Bruce Kingsley, 202-651-0793
EAI Rel 3.0 Tech Arch POC: Eric Suzuki, 202-962-0743
Mod Partner Project Manager: Bruce Kingsley, 202-962-0793
SFA Business Owner: Paul Peck, 202-962-0753
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Bob Clayton, 202-377-3561
Weekly TA Meeting: Monthly EAI meetings – 12/6/2001, 1/10/2002, 2/7/2002, 3/7/2002, ongoing

- EAI Bus System Activation Dates:
 - eCB: 2/1/2002
 - FARS Retirement: 2/15/2002
 - COD: 3/18/2002
 - eServicing: 4/1/2002
- **Action Item:** Scott Gray – create turn-over document for specifying EAI production monitoring requirements to VDC, will provide sample at 2/5 meeting, will provide schedule for completion at 2/5 meeting. Due: 2/5/2002
- **Action Item:** Bruce Gendler and Yolanda Brooks will coordinate completion of NSW0 for 180 GB new filespace on E3 and E14. Combined coordination of EAI and ITA NSW0s is underway. Due: ASAP

8.1.1.1.9 Integrated Technical Architecture – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557



Tech Arch lead: Alex LeFur

Mod Partner Project Manager: Paul Peck, 202-962-0753

SFA Business Owner: Ganesh Reddy, 202-205-8965

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Bob Clayton, 202-377-3561

Weekly TA Meeting: **TBD**

- Having continued difficulty with Security ID requests, students.gov is having to work code changes and fixes through ITA
- Switching over to NCS and CSC Ops team for FAFSA
- FAFSA transition tasks scheduled to take place on 3/15/02, ITA will update Responsibility Matrix to reflect changeover (note Action Item below)
- Working with Portals on upcoming portlets – updates and new requirements
- **Action Item:** Alex LeFur – inform Ganesh that VDC acquisition process for NT servers for perf test environment is on hold pending identification of funding source. Due: ASAP
- **Action Item:** ITA team – Will provide post-March 15 Responsibility Matrix. Document sent to CSC, awaiting comments. Due: tbd
- **Action Item:** Jennifer Hance / Dave Woods – Add user ID request status to meeting agenda. Due: 2/5/2002

8.1.1.1.10 FFEL System Retirement

SFA CIO IT Services: Lin Sheffield, 202-377-3582

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: **TBD**

Mod Partner Project Manager: Kimberly J. Congdon (Kasey), 703-947-1378

SFA Business Owner: **TBD**

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: David J. Yang, 202-377-3256

Weekly TA Meeting: **TBD**

- Meeting held 1/22/02 with Lender Redesign and FMS, Jeff Ross and Reggie Ewing will complete VDC Prelim Rqmts form, discussion with VDC scheduled 2/5/02
- DMCS replacement system evaluating COTS solution options, production tentatively Dec 2002, DMCS beginning to evaluate tech requirements, POC Terry Helwig (terry.helwig@accenture.com)
- FFEL retirement schedule meeting will be held TBD early February including VDC, DMCS, Lender Redesign to clarify schedule and capacity planning impact
- **Action Item:** Dave Woods – Coordinate Lender Redesign requirements meeting, FFEL Retirement schedule meeting. Due: 2/1/2002



8.1.1.1.11 FAFSA on the Web – Release 7.0

SFA CIO IT Services: John Hsu, 202-377-3579
SFA CIO eCAD: Steve Allison, *ph# TBD*
Tech Arch lead: *TBD*
Mod Partner Project Manager: *TBD*
SFA Business Owner: Jeanne Saunders, 202-377-3246
CSC Account Executive: Jeff Robinson, 202-842-7396
System Security Officer: Yvonne Somerville, 202-377-3247
Weekly TA Meeting: **TBD**

- **Action Item:** Slawko and Nina – Organize a kick-off meeting, TBD March

8.1.1.2 SFA/CIO Development Project Updates

8.1.1.2.1 Students.gov

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Lynda Folwick, 202-377-3514
Tech Arch lead: Ron Hodges, 703-465-6337
Project Manager: Lynda Folwick, 202-377-3514
SFA Business Owner: Charlie Coleman, 202-260-8603
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Lynda Folwick, 202-377-3514
Weekly TA Meeting: **TBD**

- Schedule update 2/01/02:
 - Production Environment Required: 2/08/02
 - Performance Test: 12/04/01-2/08/02
 - TRR Docs: 2/08/02
 - PRR: 2/11/02
 - Production: 2/18/02
- No meeting update 1/29/02, 1/22/02
- Per Ron Hodges on 1/28/02, schedule will slip a week, held up when the test server could not be restarted to update the WAS classpath because another project was heavily into testing on the same server
- Security requirements for access to VDC completed, awaiting IDs
- Rolled in ITA RCS
 - Persistence Framework
 - Email Framework
- **Action item:** Ray Thomas – Has PRR documentation been received? Due: 2/5/2002



8.1.1.2.2 Policy Guidance Database

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Wanda Broadus, 202-377-3539

Tech Arch lead: Andrea Hayford, 202-377-4052 / Wanda Broadus 202-377-3539

Project Manager: Anthony Jones, 202-377-4045 / Wanda Broadus 202-377-3539

SFA Business Owner: Anthony Jones, 202-377-4045

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Anthony Jones, 202-377-4045

Weekly TA Meeting: 10am Fridays

- **Action item:** Ray Thomas, Gail Gurley, Bruce Gendler – Provide updated cost estimate.
Due: TBD

8.1.1.2.3 SFANet Redesign – Version 2

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Phil Coons, 202-377-3073 / Pam Wadsworth, 202-377-3538

Project Manager: Phil Coons, 202-377-3073

SFA Business Owner: Karen Freeman, 202-377-4001

Alternate Communications Contact: Lisa Cain, 202-377-4003

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Karen Freeman, 202-377-4001

Weekly TA Meeting: Weekly, Friday 1:30pm

- Implementation Plan in review
- Gathering information to prepare mockups of the redesigned SFANet site



8.1.1.2.4 SFA Coach

SFA CIO IT Services: John Hsu, 202-377-3579
SFA CIO eCAD: Pam Wadsworth, 202-377-3538
Tech Arch Lead: Nolen Provenzano (CTSD contractor)
Project Manager: Ellen Crowder, 202-377-3932
SFA Business Owner: Edd Cole, 202-377-3931
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Edd Cole, 202-377-3931
Weekly TA Meeting: As scheduled

- Site testing in progress utilizing CTS test plan
- Case sensitive issues with code in the development environment have been corrected. A new CD was delivered, loaded, and is in the process of being tested
- Awaiting results of due diligence costs for hosting at the VDC
- Awaiting status of SFA Coach release from the Education Secretary's office
- **Action item:** Ray Thomas, Bruce Gendler will provide due diligence costs for SFA Coach hosting at the VDC



8.2 Meeting Minutes from 2/5/02, Agenda from 2/12/02

Meeting Information

Meeting Name: VDC Transition Planning Meeting
Chairs: Bob Malloy (Mod Partner), Slawko Semaszczuk (SFA/CIO)
Facilitator: Bob Malloy (Mod Partner)
Date: February 12, 2002
Time: 9:00 AM – 10:00 AM EDT
Location: Conference call dial-in, or Rm. 221b in 820 Union Center Plaza
Phone Number: 847-714-2900, ID# 4400

Announcements

- **EAI Implementation Workshop 2/13/02, CANCELLED** to be rescheduled
- **SFA Security ID requests:** Requests are made via the "VDC Electronic Request Form", should be sent to CSC_DOE_SFA_REQS@csc.com from an authorized System Security Officer (SSO). Copy jhance@csc.com on the email requests to permit tracking through the process
- **Mod. Partner security point-of-contact:** Michael Thorpe (michael.j.thorpe@accenture.com) 202-962-0602
- **Disaster Recovery:** For questions or issues with disaster recovery, please contact Jim O'Donnell, CSC Contingency Services Manager for SFA. (jodonn21@csc.com, 860-513-5845)
- Please forward updates (schedule, issues, contacts, meeting announcement distribution, etc.) to Dave Woods, david.d.woods@accenture.com, 202-962-0750. If your project cannot attend, forward status update via e-mail to Dave Woods with cc: to slawko.semaszczuk@ed.gov, robert.d.malloy@accenture.com by COB Monday

Executive Summary

- High risk items
 - COD – Encryption expected in place around 2/15/02, hardware delivery expected on 2/22, completion is +2 weeks from hardware receipt, expected 3/10. Delay in funding signoff caused 2/5/02 date to slip, COD team assessing impact
 - High CPU utilization from CMDM on HPV1 since mid-December indicates risk for production on HPV2. Performance testing ongoing – production date 3/8/02; contingency plans in consideration to meet production date
- Notable project schedule updates (detail changes given in project section)
 - FPDM



8.2.1.1 Modernization Partner Development Project Updates

8.2.1.1.1 COD

SFA CIO IT Services: Keith Wilson, 202-377-3591

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Frank Southfield, 202-962-0790

Mod Partner Project Manager: Chris Merrill, 202-651-3853

SFA Business Owner: Steve Wingard, 202-377-3127 / Rosemary Beavers, 202-377-3126

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Ellis Williams, 202-708-9017

Weekly Network Architecture and Infrastructure Meeting: Thursdays, 9am

Weekly Telecom Meeting: Fridays, 8am

- Encryption routers and switches to be delivered 2/22, completion is +2 weeks from hardware receipt, ready for production by 3/11. Delay in funding signoff caused 2/5/02 date to slip
- Significant infrastructure change for encryption, will occur at the same time as FAFSA and bTrade peaks, meeting scheduled 2/5 to discuss options
- Agreed to a plan that entails installing new routers for COD, but delays other major network changes that would have jeopardized FAFSA or bTrade
- User Acceptance Test ongoing, not sure when SFA is heading back up to Niagara Falls to continue testing
- ATM tasks should be finished up week of 2/8. Call scheduled 2/5 to check status of final 2 T1s into TSYS and to configure the Niagara Falls PVC, this will leave only the Utica to Niagara Falls connection unfinished

8.2.1.1.2 Credit Management Data Mart

SFA CIO IT Services: Bing Yi, 202-377-3583

SFA CIO IT Services Alternate: Tim Lin, 202-377-3585

SFA CIO eCAD: Cheryl Queen, 202-377-3526

Tech Arch lead: Madhu Shantharaj, 202-962-0663

Tech Arch POC: Brad Wilson, 202-962-0659

Mod Partner Project Manager: Gray Griffith, 703-947-1718

SFA Business Owner: Sybil Phillips, 202-377-3206

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: Schonda Piper, 202-377-3275

Weekly TA Meeting: **TBD**



- High CPU utilization from CMDM on HPV1 since mid-December indicates risk for production on HPV2, performance testing in progress, need to get earliest possible notice if additional hardware is to be required on HPV2 for CMDM production
 - CPU utilization problem manifests in testing a once-monthly CMDM process, 18-20 hours long on HPV1, will probably occur 6th or 7th day of month in production
 - Parameter changes to Oracle have brought CPU utilization down significantly
 - Call is scheduled 2/5 to discuss perf test results from week of 2/1, determine if more testing is necessary
- Students Channel SLA – Scott Smith wants to push for datamart availability 6:30am-6pm during SFA operating hours. The maintenance window for the MicroStrategy infrastructure components (SFANT002, SFANT003, SFANT004) will be moved from Wednesday mornings to Sunday mornings per request of Scott Smith (all other NT servers will remain on their normal maintenance window)
- Integration testing FMS interfaces underway, still some FMS changes coming, assessing schedule impacts, CMDM production date moved back into March
- DBA provided database configuration information to VDC
- Need coordination on emergency fixes that impact Ed CIO systems, need to discuss FMS servicing relationship and windows for emergency fixes, see Action Item below
- **Action Item:** Paul Noniewicz – Physical storage space on E5 test environment expected to be available by 12/28/01 week, Paul will work with FARS to move data over from NFS mounted volume. Due: March 3
- **Action Item:** Brad Wilson – Discuss emergency fixes and FMS servicing relationship with Scott Smith. Due: ASAP



8.2.1.1.3 Consistent Answers – Stage 4, 5

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead, CA Stage 4: Monica E. Krueger, 312-693-6681

Tech Arch lead, CA Stage 5: Stephanie Sadowski, 202-962-0876

Mod Partner Project Manager: Darrel W. Cravens, 202-962-0865

SFA Business Owner: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

CSC Account Executive: Jerry Ryznar, 202-842-7397 / Ray Thomas, 202-842-7398

System Security Officer: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

Weekly TA Meeting: Tuesday, 3pm

- Still targeting to deliver requirements for Development environment by 2/15/02
- CSC and Accenture have discussed in detail what environments will be needed and what capacity will be required if development is on HPV1. Additional CPUs and memory will be added to HPV1 as needed for Consistent Answers, expect this will be 4 x 550MHz CPU, 4GB memory
- Production and Test environment requirements will be defined late March 2002

8.2.1.1.4 eServicing

SFA CIO IT Services: Cathy Power, 202-377-3580

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: John Coleman, 703-947-1372

Mod Partner Project Manager: Kerry Trahan, 703-947-2899

SFA Business Owner: Dan Hayward, 202-205-0038

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Dan Hayward, 202-205-0038

Weekly TA Meeting: *TBD*

- Working on volume predictions for eServicing / PIN Site, will provide PIN volume estimate to Darrel Cravens
- Meeting scheduled Friday 2/1 with SFA on PIN encryption and verification
- **Action Item:** Bob Malloy – Work with Keith Wilson, Darrel Cravens, Alex LeFur to coordinate PIN Site volume estimate collection from ModPartner and SFA

8.2.1.1.5 Portals Rollout

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: Matthew B. Wilson, 202-377-3072

Mod Partner Project Manager: Jacqueline Dufort, 202-962-0855

SFA Business Owner: Steve Allison, 202-377-3536



CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Steve Allison, 202-377-3536

Weekly TA Meeting: **TBD**

- Requirements discussions w/ Students Channel during the week of 2/8 may affect release
- VDC is admin on ClearCase box at VDC, one-way trusted domain option will not be pursued, requirements and admin functions have been worked out with VDC
- Test environment will be ready by 2/8/02
- Working with ITA to plan performance test
- Taking steps to set up ClearCase and ClearQuest with Ron Langkamp, Paul Capotosto working on setup of NT accounts at VDC.
- **Action Item:** Matthew Wilson – Will provide paperwork to Frank Kidd on ClearCase accounts; get server info from Paul Capotosto. Due: 2/12

8.2.1.1.6 Financial Partners Data Mart – Phase II

SFA CIO IT Services: Tim Lin, 202-377-3585

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Ahmad Z. Usmani, 202-962-0716

Mod Partner Project Manager: Nancy Krecklow, 202-962-0637

SFA Business Owner: Anna Allen, 202-377-3312

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Willie Sutton, 202-377-3320

- Weekly TA Meeting: No scheduled meeting
Schedule update 2/7/02:
 - Development Environment Required: 2/15/02
 - Test Environment Required: 3/15/02
 - Production Environment Required: 4/15/02
- FP Data Mart will be charged for the additional DASD that needs to be brought online for Release 2, CR to allocate the DASD to the FP Data Mart has been drafted, awaiting feedback from Bruce and Yolanda to submit CR officially
- MicroStrategy 7.1.4 not Section 508 compliant, need to wait for version 7.2, may impact 5/20/02 production date. If 7.2 is not available until April, FPDM may pursue a waiver from SFA, as was done for Release 1. See Action Item below
- Finalizing data needed from source systems, working with EAI to get data from PEPS, FMS, NSLDS
- Business Requirements 1/22/02 due date slipped because TO not approved yet, received authorization from SFA to proceed on 1/29, made an informal delivery of the requirements to SFA on 1/22, expecting comments by 2/5. Business Requirements will not be defined officially until TO signed



- **Action Item:** Rob Salvage – Discuss MicroStrategy target date and 508 compliance with Christine Williams
- **Action Item:** Bruce Gendler – process CR for additional DASD. Due: ASAP
- **Action Item:** Ahmad Usmani – Provide updated schedule (will probably start development 2/25)

8.2.1.1.7 eCampus Based – Release 2

SFA CIO IT Services: Bing Yi, 202-377-3583
SFA CIO eCAD: Mark Polanskas, 202-377-3524
Tech Arch lead: Jason Patton, 703-947-2410
Mod Partner Project Manager: Kerry Trahan, 202-962-0853
SFA Business Owner: Milton Thomas, 202-377-4221
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Milton Thomas, 202-377-3182
Weekly TA Meeting: **TBD**

- Release 2 development completed on schedule 2/4, full testing activities have resumed
- Performance testing will not be run on Mercury at Beacon as previously reported – will either work with the ITA team to use the AK Stress tool or with Beacon to use the Rational product. Alex LeFur and ITA recommend AK Stress
- eCB should be included in PIN Site volume estimates
- VDC/SFA would like a briefing on eCB performance test plan prior to testing, and a briefing on results following performance testing
- **Action Item:** Jason Patton – Distribute eCB Performance Test Plan one week prior to performance testing to Alex LeFur, Keith Wilson, Dave Lass, Slawko Semaszczuk, Gary Adams. Due: NLT 2/11/2002

8.2.1.1.8 Enterprise Application Integration – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557
EAI Tech Arch lead: Bruce Kingsley, 202-651-0793
EAI Rel 3.0 Tech Arch POC: Eric Suzuki, 202-962-0743
Mod Partner Project Manager: Bruce Kingsley, 202-962-0793
SFA Business Owner: Paul Peck, 202-962-0753
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Bob Clayton, 202-377-3561
EAI Monthly Integration Meeting – 2/7/02, 3/7/02, 4/4/02, 5/2/02, etc.



- (See newly attached EAI Interface Partners table)
- DASD to be allocated on Sun boxes on hold until 3/3 maintenance window, VDC can allocate sooner only with SFA approval of unscheduled downtime on HPV1 and HPV2. EAI requires DASD before COD production to avoid COD production impact, see Action Item below
- **Action Item:** Scott Gray – create turn-over document for specifying EAI production monitoring requirements to VDC, will provide sample at 2/12 meeting, will provide schedule for completion at 2/5 meeting. Due: 2/12/2002
- **Action Item:** Eric Suzuki – Will determine specific COD and EAI requirements to confirm that DASD availability on 3/3 will not impact COD production

8.2.1.1.9 Integrated Technical Architecture – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557
Tech Arch lead: Alex LeFur
Mod Partner Project Manager: Paul Peck, 202-962-0753
SFA Business Owner: Ganesh Reddy, 202-205-8965
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Bob Clayton, 202-377-3561
Weekly TA Meeting: **TBD**

- FMS will have external users coming online in the future, FMS team working to understand how they can take advantage of ITA performance testing
- ITA requests VDC consider combining multiple instances of WebTrends so that weekly WebTrends report can more easily be produced – difficulty with WebTrends reporting will be increasing in near future under current configuration
- Switching over to NCS and CSC Ops team for FAFSA
- FAFSA transition tasks scheduled to take place on 3/15/02, ITA will update Responsibility Matrix to reflect changeover (note Action Item below)
- Funding approved for two NT servers on Feb. 4
- **Action Item:** ITA team – Will provide post-March 15 Responsibility Matrix. Draft of workplan will be provided to CSC 2/8. Due: ASAP
- **Action Item:** Alex LeFur – Will schedule meeting w/ NCS, CSC, ModPartner, SFA on FAFSA transition turnover. Due: 2/15
- **Action Item:** Dave Lass – provide delivery date for NT boxes. Due: 2/12

8.2.1.1.10 Lender Redesign

SFA CIO IT Services: Lin Sheffield, 202-377-3582
SFA CIO eCAD: Aaron Grace, 202-377-3531
Tech Arch lead: Anand Iyer, 202-962-0714



Mod Partner Project Manager: Kimberly J. Congdon (Kasey), 703-947-1378

SFA Business Owner: *TBD*

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: David J. Yang, 202-377-3256

Weekly TA Meeting: ***TBD***

- Lender Redesign (LR) working with FMS to define application architecture and application infrastructure so that requirements can be provided to VDC. Meeting held 2/7/02 with LR, FMS, VDC to discuss preliminary requirements for the VDC
- LR Phase-I production scheduled for end of March 2002, Phase-II scheduled for end of June 2002
- FFEL retirement schedule meeting will be held TBD early February including VDC, DMCS, LR to clarify schedule and capacity planning impact
- **Action Item:** Dave Woods – Coordinate LR requirements meeting and FFEL Retirement Schedule meeting. Due: 2/7/2002

8.2.1.1.11 FAFSA on the Web – Release 7.0

SFA CIO IT Services: John Hsu, 202-377-3579

SFA CIO eCAD: Steve Allison, *ph# TBD*

Tech Arch lead: *TBD*

Mod Partner Project Manager: *TBD*

SFA Business Owner: Jeanne Saunders, 202-377-3246

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Yvonne Somerville, 202-377-3247

Weekly TA Meeting: ***TBD***

- **Action Item:** Slawko and Nina – Organize a kick-off meeting, TBD March



8.2.1.2 SFA/CIO Development Project Updates

8.2.1.2.1 Students.gov

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Lynda Folwick, 202-377-3514
Tech Arch lead: Ron Hodges, 703-465-6337
Project Manager: Lynda Folwick, 202-377-3514
SFA Business Owner: Charlie Coleman, 202-260-8603
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Lynda Folwick, 202-377-3514
Weekly TA Meeting: **TBD**

- Significant technical issues resolved, schedule TBD per recent successes
- Security requirements for access to VDC completed, awaiting IDs
- **Action item:** Ron Hodges – deliver PRR documentation. Due: 2/8

8.2.1.2.2 Policy Guidance Database

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Wanda Broadus, 202-377-3539
Tech Arch lead: Andrea Hayford, 202-377-4052 / Wanda Broadus 202-377-3539
Project Manager: Anthony Jones, 202-377-4045 / Wanda Broadus 202-377-3539
SFA Business Owner: Anthony Jones, 202-377-4045
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Anthony Jones, 202-377-4045
Weekly TA Meeting: 10am Fridays

- **Action item:** Ray Thomas, Gail Gurley, Bruce Gendler – Provide updated cost estimate.
Due: TBD



8.2.1.2.3 SFANet Redesign – Version 2

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Phil Coons, 202-377-3073 / Pam Wadsworth, 202-377-3538

Project Manager: Phil Coons, 202-377-3073

SFA Business Owner: Karen Freeman, 202-377-4001

Alternate Communications Contact: Lisa Cain, 202-377-4003

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Karen Freeman, 202-377-4001

Weekly TA Meeting: Weekly, Friday 1:30pm

- Implementation Plan in review
- Gathering information to prepare mockups of the redesigned SFANet site

8.2.1.2.4 SFA Coach

SFA CIO IT Services: John Hsu, 202-377-3579

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Nolen Provenzano (CTSD contractor)

Project Manager: Ellen Crowder, 202-377-3932

SFA Business Owner: Edd Cole, 202-377-3931

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Edd Cole, 202-377-3931

Weekly TA Meeting: As scheduled

- Site testing in progress utilizing CTS test plan
- Case sensitive issues with code in the development environment have been corrected. A new CD was delivered, loaded, and is in the process of being tested
- Due diligence has been received
- Contractor is completing all paperwork for transition, SFA Coach has not been released from the department
- **Action item:** John Hsu – Will work with Pam Wadsworth to provide schedule update. Due: 2/12



8.3 Meeting Minutes from 2/12/02, Agenda from 2/19/02

Meeting Information

Meeting Name: VDC Transition Planning Meeting
Chairs: Bob Malloy (Mod Partner), Slawko Semaszczuk (SFA/CIO)
Facilitator: Bob Malloy (Mod Partner)
Date: February 19, 2002
Time: 9:00 AM – 10:00 AM EDT
Location: Conference call dial-in, or Rm. 221b in 820 Union Center Plaza
Phone Number: 847-714-2900, ID# 4400

Announcements

- **Mod. Partner security point-of-contact:** Michael Thorpe (michael.j.thorpe@accenture.com) 202-962-0602
- **SFA User ID Requests:** Requests for SFA User IDs (also known as VDC IDs) for Modernization Partner personnel should be submitted to Michael Thorpe. Michael will ensure the form is completed and submitted correctly, and will coordinate with Jennifer Hance to track the request through completion
- **Disaster Recovery:** For questions or issues with disaster recovery, please contact Jim O'Donnell, CSC Contingency Services Manager for SFA. (jodonn21@csc.com, 860-513-5845)
- Please forward updates (schedule, issues, contacts, meeting announcement distribution, etc.) to Dave Woods, david.d.woods@accenture.com, 202-962-0750. If your project cannot attend, forward status update via e-mail to Dave Woods with cc: to slawko.semaszczuk@ed.gov, robert.d.malloy@accenture.com by COB Monday

Executive Summary

- High risk items
 - EAI – DASD requirements will be filled by 2/15 per Dave Lass email 2/11, must be filled by 2/20 to prevent impact to COD testing and deployment
 - COD – Encryption expected in place around 3/10/02. As of 2/12 all hardware shipped by Cisco, hardware delivery expected by 2/22, completion is +2 weeks from hardware receipt
 - CMDM – High CPU utilization from CMDM on HPV1 indicates risk for production on HPV2. Performance testing completed, review call scheduled 2/13 with VDC to discuss test results
- Notable project schedule updates (detail changes given in project section)
 - COD
 - FPDM



8.3.1.1 Modernization Partner Development Project Updates

8.3.1.1.1 Common Origination and Disbursement (COD)

SFA CIO IT Services: Keith Wilson, 202-377-3591

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Frank Southfield, 202-962-0790

Mod Partner Project Manager: Chris Merrill, 202-651-3853

SFA Business Owner: Steve Wingard, 202-377-3127 / Rosemary Beavers, 202-377-3126

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Ellis Williams, 202-708-9017

Weekly Network Architecture and Infrastructure Meeting: Thursdays, 9am

Weekly Telecom Meeting: Fridays, 8am

- Schedule update 2/12/02:
 - COD 1.0 Production: 4/1/02
 - COD 1.1 Production: 5/13/02
- As of 2/12, encryption routers and switches shipped by Cisco, to be delivered 2/22. Encryption completion is +2 weeks from hardware receipt, ready for production by 3/10
- ATM test scheduled for 2/14
- User Acceptance Test ongoing, SFA testers to begin testing 2/19
- **2/12 Action Item:** Frank Southfield – Provide Keith Wilson dates for Go / No-go meetings.
Due: 2/12/02
- **2/12 Action Item:** Dave Woods – Get latest COD schedule update from Frank Southfield.
Due: 2/19/02

8.3.1.1.2 Credit Management Data Mart (CMDM)

SFA CIO IT Services: Bing Yi, 202-377-3583

SFA CIO IT Services Alternate: Tim Lin, 202-377-3585

SFA CIO eCAD: Cheryl Queen, 202-377-3526

Tech Arch lead: Madhu Shantharaj, 202-962-0663

Tech Arch POC: Brad Wilson, 202-962-0659

Mod Partner Project Manager: Gray Griffith, 703-947-1718

SFA Business Owner: Sybil Phillips, 202-377-3206

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: Schonda Piper, 202-377-3275

Weekly TA Meeting: **TBD**



- High CPU utilization from CMDM on HPV1 indicates risk for production on HPV2. Performance testing completed, review call scheduled 2/13 with VDC to discuss test results
- Integration testing FMS interfaces underway, expect completion by early week of 2/22
- Need coordination on emergency fixes that impact Ed CIO systems, need to discuss FMS servicing relationship and windows for emergency fixes, see Action Item below
- **Action Item:** Paul Noniewicz – Physical storage space on E5 test environment expected to be available by 12/28/01 week, Paul will work with FARS to move data over from NFS mounted volume. Due: March 3
- **2/12 Action Item:** Bob Malloy – Facilitate coordination between FMS and CMDM on emergency fixes and servicing relationship. Due: ASAP

8.3.1.1.3 Consistent Answers – Stage 4, 5 (CA)

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead, CA Stage 4: Monica E. Krueger, 312-693-6681

Tech Arch lead, CA Stage 5: Stephanie Sadowski, 202-962-0876

Mod Partner Project Manager: Darrel W. Cravens, 202-962-0865

SFA Business Owner: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

CSC Account Executive: Jerry Ryznar, 202-842-7397 / Ray Thomas, 202-842-7398

System Security Officer: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

Weekly TA Meeting: Tuesday, 3pm

- Considering pros and cons of web server selection decision between iPlanet and IIS (see Action Item)
- Targeting to deliver requirements for Development environment by 2/15/02
- Production and Test environment requirements will be defined late March 2002
- **2/12 Action Item:** Darrel Cravens – Darrel will provide list of Webserver pros and cons for distribution by Dave Woods. Due: ASAP

8.3.1.1.4 eServicing

SFA CIO IT Services: Cathy Power, 202-377-3580

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: John Coleman, 703-947-1372

Mod Partner Project Manager: Kerry Trahan, 703-947-2899

SFA Business Owner: Dan Hayward, 202-205-0038

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Dan Hayward, 202-205-0038

Weekly TA Meeting: *TBD*



- No update 2/12/02
- Working on volume predictions for eServicing / PIN Site, will provide PIN volume estimate to Darrel Cravens
- **2/5 Action Item:** Bob Malloy – Work with Keith Wilson, Darrel Cravens, Alex LeFur to coordinate PIN Site volume estimate collection from ModPartner and SFA. Due: 2/19/02

8.3.1.1.5 Portals Rollout

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: Matthew B. Wilson, 202-377-3072

Mod Partner Project Manager: Jacqueline Dufort, 202-962-0855

SFA Business Owner: Steve Allison, 202-377-3536

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Steve Allison, 202-377-3536

Weekly TA Meeting: **TBD**

- Requirements discussions w/ Students Channel may affect release schedule
- Working with ITA to plan performance test
- All paperwork in for ClearCase NT accounts, current status of paperwork process unclear (see Action Item)
- **2/12 Action Item:** Jennifer Hance – Clarify and track status of Portals ClearCase NT account access paperwork. Due: 2/19

8.3.1.1.6 Financial Partners Data Mart – Phase II (FPDM)

SFA CIO IT Services: Tim Lin, 202-377-3585

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Ahmad Z. Usmani, 202-962-0716

Mod Partner Project Manager: Nancy Krecklow, 202-962-0637

SFA Business Owner: Anna Allen, 202-377-3312

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Willie Sutton, 202-377-3320

- Weekly TA Meeting: No scheduled meeting
Schedule update 2/7/02, re-confirmed 2/12:
 - Development Environment Required: 2/25/02
 - Test Environment Required: 3/15/02
 - Production Environment Required: 4/15/02



- FPDm will be charged for the additional DASD that needs to be brought online for Release 2, CR to allocate the DASD to the FPDm has been drafted, awaiting feedback from Bruce and Yolanda to submit CR officially (see Action Item)
- MicroStrategy 7.1.4 not Section 508 compliant, need to wait for version 7.2, may impact 5/20/02 production date. Expect 7.2 in March – if 7.2 is not available until April, FPDm may pursue a waiver from SFA as was done for Release 1
- Finalizing data needed from source systems, working with EAI to get data from PEPS, FMS, NSLDS
- Business Requirements 1/22/02 due date slipped because TO not approved yet. Received authorization from SFA to proceed on 1/29, business requirements submitted officially on 2/8, expect official go-ahead by 2/15
- **2/5 Action Item:** Bruce Gendler – process CR for additional DASD. Due: ASAP
 - 2/12 Update: DASD still not funded and approved

8.3.1.1.7 eCampus Based – Release 2 (eCB)

SFA CIO IT Services: Bing Yi, 202-377-3583

SFA CIO eCAD: Mark Polanskas, 202-377-3524

Tech Arch lead: Jason Patton, 703-947-2410

Mod Partner Project Manager: Kerry Trahan, 202-962-0853

SFA Business Owner: Milton Thomas, 202-377-4221

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Milton Thomas, 202-377-3182

Weekly TA Meeting: **TBD**

- Testing is ongoing, but has been delayed due to outages on HPV1 and HPV2
- CR submitted 2/11 to increase eCB DASD in the Dev and Test environments to a total of 2GB each, and a total of 4GB for Prod environment
- AK Stress will be used for perf testing, ITA will automate scripts for AK Stress, previously reported performance testing dates (2/18-2/22) will be delayed 1-2 weeks to allow ITA time to automate the scripts once the eCB code is stable enough to allow automation to begin
- An eCB PIN Site capacity planning analysis was sent to Darrel Cravens and Alex LeFur on 2/6
- VDC/SFA would like a briefing on eCB performance test plan prior to testing, and a briefing on results following performance testing
- **2/5 Action Item:** Jason Patton – Distribute eCB Performance Test Plan one week prior to performance testing to Alex LeFur, Keith Wilson, Dave Lass, Slawko Semaszczuk, Gary Adams. Due: (one week prior to perf testing)
- **2/12 Action Item:** Dave Woods – Get latest schedule update from Jason Patton. Due: 2/19/02
 - 12/13 update – No new schedule details available



8.3.1.1.8 Enterprise Application Integration – Release 3.0 (EAI)

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557
EAI Tech Arch lead: Bruce Kingsley, 202-651-0793
EAI Rel 3.0 Tech Arch POC: Eric Suzuki, 202-962-0743
Mod Partner Project Manager: Bruce Kingsley, 202-962-0793
SFA Business Owner: Paul Peck, 202-962-0753
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Bob Clayton, 202-377-3561
EAI Monthly Integration Meeting – 2/7/02, 3/7/02, 4/4/02, 5/2/02, etc.

- EAI DASD requirements will be filled by 2/15 per Dave Lass email 2/11, must be filled by 2/20 to prevent impact to COD production date
- **2/5 Action Item:** EAI – Create turnover document specifying EAI production monitoring requirements to VDC. Due: 2/15/2002

8.3.1.1.9 Integrated Technical Architecture – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586
SFA CIO IT Management: Ganesh Reddy, 202-377-3557
Tech Arch lead: Alex LeFur
Mod Partner Project Manager: Paul Peck, 202-962-0753
SFA Business Owner: Ganesh Reddy, 202-205-8965
CSC Account Executive: Jerry Ryznar, 202-842-7397
System Security Officer: Bob Clayton, 202-377-3561
Weekly TA Meeting: **TBD**

- SAIG went back into production, will test performance test fixes, ITA looking at relocating FTP server after peak period passes
- FAFSA transition tasks scheduled to take place on 3/15/02, ITA will update Responsibility Matrix to reflect changeover (note Action Item below)
- **2/5 Action Item:** ITA team – Will provide post-March 15 Responsibility Matrix, copy to go out to CSC on 2/12. Due: ASAP
- **2/5 Action Item:** Alex LeFur – Will schedule meeting w/ NCS, CSC, ModPartner, SFA on FAFSA transition turnover. Due: 2/22
- **2/5 Action Item:** Dave Lass – provide delivery date for NT boxes. Due: 2/19

8.3.1.1.10 Lender Redesign

SFA CIO IT Services: Lin Sheffield, 202-377-3582



SFA CIO eCAD: Aaron Grace, 202-377-3531
Tech Arch lead: Anand Iyer, 202-962-0714
Mod Partner Project Manager: Kimberly J. Congdon (Kasey), 703-947-1378
SFA Business Owner: *TBD*
CSC Account Executive: Jennifer Hance, 202-842-7399
System Security Officer: David J. Yang, 202-377-3256
Weekly TA Meeting: **TBD**

- Meeting to be held 2/12 w/ FMS and Lender Redesign (LR) to follow up on 2/7 meeting, expect to have requirements details following meeting (see Action Item)
- LR Phase-I production scheduled for end of March 2002, Phase-II scheduled for end of June 2002
- FFEL retirement schedule meeting will be held TBD early February including VDC, DMCS, LR to clarify schedule and capacity planning impact
- **2/5 Action Item:** Dave Woods – Coordinate FFEL Retirement Schedule meeting. Due: 2/19/2002
- **2/12 Action Item:** Anand Iyer – Provide updated VDC Preliminary Requirements doc by COB 2/15 to Dave Woods for distribution

8.3.1.1.11 FAFSA on the Web – Release 7.0

SFA CIO IT Services: John Hsu, 202-377-3579
SFA CIO eCAD: Steve Allison, *ph# TBD*
Tech Arch lead: *TBD*
Mod Partner Project Manager: *TBD*
SFA Business Owner: Jeanne Saunders, 202-377-3246
CSC Account Executive: Jeff Robinson, 202-842-7396
System Security Officer: Yvonne Somerville, 202-377-3247
Weekly TA Meeting: **TBD**

- ITA provided ITA Overview to Nina and Jeanne week of 2/8, follow-up meeting planned week of 2/15 for detailed planning of FAFSA 7.0 use of ITA
- **2/5 Action Item:** John Hsu and Nina – Organize a kick-off meeting. Due: TBD March



8.3.1.2 SFA/CIO Development Project Updates

8.3.1.2.1 Students.gov

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Lynda Folwick, 202-377-3514
Tech Arch lead: Ron Hodges, 703-465-6337
Project Manager: Lynda Folwick, 202-377-3514
SFA Business Owner: Charlie Coleman, 202-260-8603
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Lynda Folwick, 202-377-3514
Weekly TA Meeting: **TBD**

- Due to contingencies outside program schedule, testing and documentation tasks have slipped, production date may slip 2 weeks
- Drafts of PRR docs provided to Lynda Folwick and Keith Wilson 2/11, will email additional copies as requested to Gail Gurley, Dave Lass, Ray Thomas

8.3.1.2.2 Policy Guidance Database

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Wanda Broadus, 202-377-3539
Tech Arch lead: Andrea Hayford, 202-377-4052 / Wanda Broadus 202-377-3539
Project Manager: Anthony Jones, 202-377-4045 / Wanda Broadus 202-377-3539
SFA Business Owner: Anthony Jones, 202-377-4045
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Anthony Jones, 202-377-4045
Weekly TA Meeting: 10am Fridays

- Experiencing slow response time on Interwoven server, working with ITA to troubleshoot (See Action Item)
- **2/12 Action item:** Alex LeFur – Look into slow Interwoven response time. Due: ASAP
- **2/12 Action item:** Wanda Broadus – Provide schedule update. Due: 2/19
- **2/12 Action item:** Alex LeFur – Assist with investigation of Autonomy search capabilities on PDF files. Due: ASAP



8.3.1.2.3 SFANet Redesign – Version 2

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Phil Coons, 202-377-3073 / Pam Wadsworth, 202-377-3538

Project Manager: Phil Coons, 202-377-3073

SFA Business Owner: Karen Freeman, 202-377-4001

Alternate Communications Contact: Lisa Cain, 202-377-4003

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Karen Freeman, 202-377-4001

Weekly TA Meeting: Weekly, Friday 1:30pm

- Implementation Plan in review
- Gathering information to prepare mockups of the redesigned SFANet site

8.3.1.2.4 SFA Coach

SFA CIO IT Services: John Hsu, 202-377-3579

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Nolen Provenzano (CTSD contractor)

Project Manager: Ellen Crowder, 202-377-3932

SFA Business Owner: Edd Cole, 202-377-3931

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Edd Cole, 202-377-3931

Weekly TA Meeting: As scheduled

- Site testing complete
- PRR documentation is being worked (see Action Item)
- SFA Coach has not been released from the department
- **2/5 Action item:** John Hsu – Will work with Pam Wadsworth to provide schedule update.
Due: 2/12



8.3.1.2.5 Ombudsman Internet Redesign

SFA CIO IT Services:

SFA CIO eCAD:

Tech Arch Lead:

Project Manager:

SFA Business Owner:

Alternate Communications Contact:

CSC Account Executive:

System Security Officer:

Weekly TA Meeting:

- Point-of-Contact – Carole Kuriatnikova, 202-377-3522
- Requirements are in coordination with ITA and will be communicated to the VDC ASAP

Initial Development environment availability requested for mid-March



8.4 Meeting Minutes from 2/19/02, Agenda from 2/26/02

Meeting Information

Meeting Name: VDC Transition Planning Meeting
Chairs: Bob Malloy (Mod Partner), Slawko Semaszczuk (SFA/CIO)
Facilitator: Bob Malloy (Mod Partner)
Date: February 26, 2002
Time: 9:00 AM – 10:00 AM EDT
Location: Conference call dial-in, or Rm. 221b in 820 Union Center Plaza
Phone Number: 847-714-2900, ID# 4400

Announcements

- **Mod. Partner security point-of-contact:** Michael Thorpe (michael.j.thorpe@accenture.com) 202-962-0602
- **SFA User ID Requests:** Requests for SFA User IDs (also known as VDC IDs) for Modernization Partner personnel should be submitted to Michael Thorpe. Michael will ensure the form is completed and submitted correctly, and will coordinate with Jennifer Hance to track the request through completion
- **Disaster Recovery:** For questions or issues with disaster recovery, please contact Jim O'Donnell, CSC Contingency Services Manager for SFA. (jodonn21@csc.com, 860-513-5845)
- Please forward updates (schedule, issues, contacts, meeting announcement distribution, etc.) to Dave Woods, david.d.woods@accenture.com, 202-962-0750. If your project cannot attend, forward status update via e-mail to Dave Woods with cc: to slawko.semaszczuk@ed.gov, robert.d.malloy@accenture.com by COB Monday

Executive Summary

- High risk items
 - EAI – SAIG DASD request must be approved and filled by mid-March to prevent impact to COD production schedule
 - COD – Network configuration and communication links finalized and tested successfully except for encryption. Have received and installed switches and routers, missing VPN module. On track for completion of encryption by 3/10
 - CMDM – High CPU utilization from CMDM on HPV1 indicated risk for production on HPV2. Performance testing completed, looking at final results, preliminary results indicates issue likely resolved
- Notable project schedule updates (detail changes given in project section)
 - Policy Guidance



8.4.1.1 Modernization Partner Development Project Updates

8.4.1.1.1 Common Origination and Disbursement (COD)

SFA CIO IT Services: Keith Wilson, 202-377-3591

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Frank Southfield, 202-962-0790

Mod Partner Project Manager: Chris Merrill, 202-651-3853

SFA Business Owner: Steve Wingard, 202-377-3127 / Rosemary Beavers, 202-377-3126

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Ellis Williams, 202-708-9017

Weekly Network Architecture and Infrastructure Meeting: Thursdays, 9am

Weekly Telecom Meeting: Fridays, 8am

- Network configuration and communication links finalized and tested successfully except for encryption. Have received and installed switches and routers, missing VPN module. On track for completion of encryption by 3/10
- User Acceptance Test ongoing, SFA testers to begin testing 2/19 in Columbus, GA and Niagara Falls, NY
- **2/19 Action Item:** Dave Woods – Get latest COD TRR and PRR schedule update from Frank Southfield. Due: 2/26/02
- **2/19 Action Item:** Frank Southfield – Distribute copy of network design document. Due: 2/26/02

8.4.1.1.2 Credit Management Data Mart (CMDM)

SFA CIO IT Services: Bing Yi, 202-377-3583

SFA CIO IT Services Alternate: Tim Lin, 202-377-3585

SFA CIO eCAD: Cheryl Queen, 202-377-3526

Tech Arch lead: Madhu Shantharaj, 202-962-0663

Tech Arch POC: Brad Wilson, 202-962-0659

Mod Partner Project Manager: Gray Griffith, 703-947-1718

SFA Business Owner: Sybil Phillips, 202-377-3206

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: Schonda Piper, 202-377-3275

Weekly TA Meeting: **TBD**



- High CPU utilization from CMDM on HPV1 indicated risk for production on HPV2. Performance testing completed, looking at final results, preliminary results indicates issue likely resolved
- Integration testing FMS interfaces underway, expect completion by COB 2/20/02
 - Testing EAI transfer FMS to CMDM
- Submitted additional DASD request, no DASD is available to fulfill request. CMDM has ability to work around need for additional DASD
- Pre-PRR planned 2/27/02. Will copy all documentation to Bing Yi and Tim Lin
- (Rob Salvage) Beta 5.08 Microstrategy was tested for 508 compliance. Confident that next release, in March, will meet all requirements
- **Action Item:** Paul Noniewicz – Physical storage space on E5 test environment expected to be available by 12/28/01 week, Paul will work with FARS to move data over from NFS mounted volume. Due: 3/3/02
- **2/19 Action Item:** Brad Wilson – Deliver Operations Guide for VDC review. Due: 2/20/02

8.4.1.1.3 Consistent Answers – Stage 4, 5 (CA)

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead, CA Stage 4: Monica E. Krueger, 312-693-6681

Tech Arch lead, CA Stage 5: Stephanie Sadowski, 202-962-0876

Mod Partner Project Manager: Darrel W. Cravens, 202-962-0865

SFA Business Owner: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

CSC Account Executive: Jerry Ryznar, 202-842-7397 / Ray Thomas, 202-842-7398

System Security Officer: Kay Jacks, 202-377-4286 / Jennifer Douglas, 202-377-3200

Weekly TA Meeting: Tuesday, 3pm

- Targeting to deliver requirements for Development environment by 2/22/02, remainder of CA schedule adjusted out accordingly
- Considering pros and cons of web server selection decision between iPlanet and IIS (see Action Item)
- Production and Test environment requirements will be defined late March 2002

8.4.1.1.4 eServicing

SFA CIO IT Services: Cathy Power, 202-377-3580

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: John Coleman, 703-947-1372

Mod Partner Project Manager: Kerry Trahan, 703-947-2899

SFA Business Owner: Dan Hayward, 202-205-0038

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Dan Hayward, 202-205-0038



Weekly TA Meeting: *TBD*

- No update 2/19/02, 2/12/02
- Working on volume predictions for eServicing / PIN Site, will provide PIN volume estimate to Darrel Cravens
- **2/5 Action Item:** Bob Malloy – Work with Keith Wilson, Darrel Cravens, Alex LeFur to coordinate PIN Site volume estimate collection from ModPartner and SFA. Due: 2/19/02

8.4.1.1.5 Portals Rollout

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Steve Allison, 202-377-3536

Tech Arch lead: Matthew B. Wilson, 202-377-3072

Mod Partner Project Manager: Jacqueline Dufort, 202-962-0855

SFA Business Owner: Steve Allison, 202-377-3536

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Steve Allison, 202-377-3536

Weekly TA Meeting: ***TBD***

- Requirements discussions w/ Students Channel may affect release schedule
- Continuing to work with ITA to plan performance test
- Updating Portals detailed design documentation
- **2/19 Action Item:** Matt Wilson – Provide schedule update to Dave Woods for update of agenda and schedule spreadsheet. Due: 2/22/02
- **2/19 Action Item:** Matt Wilson – Provide copy of performance test plan to Alex LeFur and Gail Gurley. Due: 2/22/02

8.4.1.1.6 Financial Partners Data Mart – Phase II (FPDM)

SFA CIO IT Services: Tim Lin, 202-377-3585

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Ahmad Z. Usmani, 202-962-0716

Mod Partner Project Manager: Nancy Krecklow, 202-962-0637

SFA Business Owner: Anna Allen, 202-377-3312

CSC Account Executive: Jeff Robinson, 202-842-7396

System Security Officer: Willie Sutton, 202-377-3320

Weekly TA Meeting: No scheduled meeting



- CR to allocate FPDM Release 2 DASD has been drafted, awaiting feedback from Bruce and Yolanda to submit CR officially (see Action Item)
- MicroStrategy 7.1.4 not Section 508 compliant, need to wait for version 7.2, may impact 5/20/02 production date. Expect 7.2 in March – if 7.2 is not available until April, FPDM may pursue a waiver from SFA as was done for Release 1
- Finalizing data needed from source systems, working with EAI to get data from PEPS, FMS, NSLDS
- Business Requirements 1/22/02 due date slipped because TO not approved yet. Received authorization from SFA to proceed on 1/29, business requirements submitted officially on 2/8, expect official go-ahead by 2/15
- **2/5 Action Item:** Bruce Gendler – process CR for additional DASD. Due: ASAP
 - 2/12 Update: DASD still not funded and approved
- **2/19 Action Item:** Eric Suzuki – Notify Bing Yi and Tim Lin prior to discussions on PEPS / data mart interface. Due: TBD

8.4.1.1.7 eCampus Based – Release 2 (eCB)

SFA CIO IT Services: Bing Yi, 202-377-3583

SFA CIO eCAD: Mark Polanskas, 202-377-3524

Tech Arch lead: Jason Patton, 703-947-2410

Mod Partner Project Manager: Kerry Trahan, 202-962-0853

SFA Business Owner: Milton Thomas, 202-377-4221

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Milton Thomas, 202-377-3182

Weekly TA Meeting: **TBD**

- CR submitted 2/11 to increase eCB DASD in the Dev and Test environments to a total of 2GB each, and a total of 4GB for Prod environment. Jason Patton working with Rich Ryan, no estimated time of completion at this time
- AK Stress will be used for perf testing, ITA will automate scripts for AK Stress, previously reported performance testing dates (2/18-2/22) will be delayed 1-2 weeks to allow ITA time to automate the scripts once the eCB code is stable enough to allow automation to begin
- VDC/SFA would like a briefing on eCB performance test plan prior to testing, and a briefing on results following performance testing
- **2/5 Action Item:** Jason Patton – Distribute eCB Performance Test Plan one week prior to performance testing to Alex LeFur, Keith Wilson, Dave Lass, Slawko Semaszczuk, Gary Adams. The Performance Plan is being finalized and will be sent once the eCB Performance Test dates are finalized with ITA and SFA.. Due: (one week prior to perf testing)
- **2/12 Action Item:** Dave Woods – Get latest schedule update from Jason Patton. Due: 2/26/02
 - 12/25 update – No new schedule details available



8.4.1.1.8 Enterprise Application Integration – Release 3.0 (EAI)

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO IT Management: Ganesh Reddy, 202-377-3557

EAI Tech Arch lead: Bruce Kingsley, 202-651-0793

EAI Rel 3.0 Tech Arch POC: Eric Suzuki, 202-962-0743

Mod Partner Project Manager: Bruce Kingsley, 202-962-0793

SFA Business Owner: Paul Peck, 202-962-0753

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Bob Clayton, 202-377-3561

EAI Monthly Integration Meeting – 2/7/02, 3/7/02, 4/4/02, 5/2/02, etc.

- DASD requirements for EAI bus servers filled, one additional request for DASD for SAIG by mid-March (see Action Item). Per VDC, additional DASD can be available 3/5/02.
- **2/5 Action Item:** EAI – Create turnover document specifying EAI production monitoring requirements to VDC. Due: 2/26/2002
 - 12/19 Update – Sent to Bob Malloy and Dave Lass on 12/15 for review. Bob will forward copies to Slawko Semaszczuk, Ray Thomas, Keith Wilson
- **2/19 Action Item:** Eric Suzuki – Track SAIG DASD request, check with Paul Peck on status, provide updates to Bruce Gendler, Yolanda Brooks, Keith Wilson. Due: 2/26/02

8.4.1.1.9 Integrated Technical Architecture – Release 3.0

SFA CIO IT Services: Phil Wynn, 202-377-3586

SFA CIO IT Management: Ganesh Reddy, 202-377-3557

Tech Arch lead: Alex LeFur

Mod Partner Project Manager: Paul Peck, 202-962-0753

SFA Business Owner: Ganesh Reddy, 202-205-8965

CSC Account Executive: Jerry Ryznar, 202-842-7397

System Security Officer: Bob Clayton, 202-377-3561

- Weekly TA Meeting: **TBD**
FAFSA transition tasks scheduled to take place on 3/15/02, ITA will update Responsibility Matrix to reflect changeover (note Action Item below). Transition plan complete, to be reviewed by 2/20/02
- Meeting with NCS, CSC, ModPartner, and SFA on FAFSA transition turnover scheduled 2/27/02
- **2/5 Action Item:** ITA team – Will provide post-March 15 Responsibility Matrix, copy to go out to CSC on 2/12. Due: ASAP



8.4.1.1.10 Lender Redesign

SFA CIO IT Services: Lin Sheffield, 202-377-3582

SFA CIO eCAD: Aaron Grace, 202-377-3531

Tech Arch lead: Anand Iyer, 202-962-0714

Mod Partner Project Manager: Kimberly J. Congdon (Kasey), 703-947-1378

SFA Business Owner: *TBD*

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer: David J. Yang, 202-377-3256

Weekly TA Meeting: **TBD**

- LR Phase-I production scheduled for end of March 2002, Phase-II scheduled for end of June 2002
- **2/19 Action Item:** Anand Iyer – Distribute VDC Preliminary Requirements Document. Due: 2/19/02

8.4.1.1.11 e-Audit

SFA CIO IT Services:

SFA CIO eCAD:

Tech Arch Lead: Ian Moore, 917-452-2511

Project Manager: Gene F. Murphy, 703-927-8260

SFA Business Owner:

Alternate Communications Contact:

CSC Account Executive:

System Security Officer:

Weekly TA Meeting:

- Dev environment will likely be required late June '02, Prod environment September '02, Production scheduled for November '02
- Architecture to be very similar to eCB
- Working with CSC to develop cost estimate based on eCB allocations
- Drafting VDC Preliminary Requirements Document for distribution

8.4.1.1.12 FAFSA on the Web – Release 7.0

SFA CIO IT Services: John Hsu, 202-377-3579

SFA CIO eCAD: Steve Allison, *ph# TBD*

Tech Arch lead: *TBD*

Mod Partner Project Manager: *TBD*



SFA Business Owner: Jeanne Saunders, 202-377-3246
CSC Account Executive: Jeff Robinson, 202-842-7396
System Security Officer: Yvonne Somerville, 202-377-3247
Weekly TA Meeting: **TBD**

- ITA working with Jeanne Saunders on performance test of FAFSA 7.0, looks like FAFSA 7.0 will not be coming until FY03
- **2/5 Action Item:** John Hsu and Nina – Organize a kick-off meeting. Due: TBD



8.4.1.2 SFA/CIO Development Project Updates

8.4.1.2.1 Students.gov

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO Innovations: Lynda Folwick, 202-377-3514
Tech Arch lead: Ron Hodges, 703-465-6337
Project Manager: Lynda Folwick, 202-377-3514
SFA Business Owner: Charlie Coleman, 202-260-8603
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Lynda Folwick, 202-377-3514
Weekly TA Meeting: **TBD**

- Due to contingencies outside program schedule, testing and documentation tasks have slipped, production date may slip 2 weeks
- Awaiting comments on PRR docs from Gail Gurley, Keith Wilson, VDC, and others
- System is ready for production, obstacles are procedural steps, documentation, etc.
- Production environment required 3/4/02, hope to go into production mid-March

8.4.1.2.2 Policy Guidance

SFA CIO IT Services: Gail Gurley, 202-377-3588
SFA CIO eCAD: Wanda Broadus, 202-377-3539
Tech Arch lead: Andrea Hayford, 202-377-4052 / Wanda Broadus 202-377-3539
Project Manager: Anthony Jones, 202-377-4045 / Wanda Broadus 202-377-3539
SFA Business Owner: Anthony Jones, 202-377-4045
CSC Account Executive: Ray Thomas, 202-842-7398
System Security Officer: Anthony Jones, 202-377-4045
Weekly TA Meeting: 10am Fridays

- Schedule update 2/19/02:
 - Production Environment Required: 3/25/02
 - TRR Docs: 3/25/02
 - PRR: 4/12/02
 - Production: 4/19/02
- Interwoven problems resolved with help from Josh Stauffer and ITA, issue was Interwoven compatibility with Internet Explorer 6.0
- **2/12 Action item:** Alex LeFur – Assist with investigation of Autonomy search capabilities on PDF files. Due: ASAP



8.4.1.2.3 SFANet Redesign – Version 2

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Phil Coons, 202-377-3073 / Pam Wadsworth, 202-377-3538

Project Manager: Phil Coons, 202-377-3073

SFA Business Owner: Karen Freeman, 202-377-4001

Alternate Communications Contact: Lisa Cain, 202-377-4003

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Karen Freeman, 202-377-4001

Weekly TA Meeting: Weekly, Friday 1:30pm

- No update 2/19
- Implementation Plan in review
- Gathering information to prepare mockups of the redesigned SFANet site

8.4.1.2.4 SFA Coach

SFA CIO IT Services: John Hsu, 202-377-3579

SFA CIO eCAD: Pam Wadsworth, 202-377-3538

Tech Arch Lead: Nolen Provenzano (CTSD contractor)

Project Manager: Ellen Crowder, 202-377-3932

SFA Business Owner: Edd Cole, 202-377-3931

CSC Account Executive: Ray Thomas, 202-842-7398

System Security Officer: Edd Cole, 202-377-3931

Weekly TA Meeting: As scheduled

- No update 2/19
- Site testing complete
- PRR documentation is being worked
- SFA Coach has not been released from the department
- **2/5 Action item:** John Hsu – Will work with Pam Wadsworth to provide schedule update.
Due: 2/12



8.4.1.2.5 Ombudsman Internet Redesign

SFA CIO IT Services: Gail Gurley, 202-377-3588

SFA CIO eCAD: Carole Kuriatnikova, 202-377-3522

Tech Arch Lead:

Project Manager:

SFA Business Owner:

Alternate Communications Contact:

CSC Account Executive: Jennifer Hance, 202-842-7399

System Security Officer:

Weekly TA Meeting:

- Requirements are in coordination with ITA and will be communicated to the VDC ASAP
- Working with Matt Wilson from Portals, need to clarify cooperation with Portals, OIR will likely share Dev and Test environments with Portals
- Initial Development environment availability requested for mid-March, Production date anticipated June '02



9 Appendix B – VDC Production-Operations Meeting Minutes/Agendas

9.1 Meeting Minutes from 1/31/02, Agenda from 2/7/02

Meeting Information:

Meeting Name: Modernization Partners Change / Production / Operations Meeting
Chairs: Dave Woods (Mod Partner), Dave Lass (VDC)
Facilitator: Dave Woods (Mod Partner)
Date: [February 7, 2002](#)
Time: 2:00 PM – 3:00 PM EDT
Location: Conference call dial-in, or Rm. [432](#) in 830 Union Center Plaza
Phone Number: 847-714-2900, ID# 4500

Applications in Production and Supported:

Application	Support Team
FMS	Mod Partner OPS Team
IFAP	Mod Partner OPS Team
Schools Portal	Mod Partner OPS Team
CFO Data Mart	Mod Partner OPS Team
FAFSA	NCS and CSC
FP Data Mart	Mod Partner OPS Team
ITA R1	Mod Partner OPS Team
Ombudsman	ROH
eCB	Mod Partner Development Team
DLM Data Mart	ACS
SFA to the Internet	Mod Partner OPS Team



Agenda:

Subject	Time
Production Issues Review/Update items (5 minutes) Other Questions or New Issues (5 minutes)	10 minutes
Planned Activities on Production Machines	30 minutes
Review Open Action Items	10 minutes
	Total: 0:50

Production Issues (10 Minutes):

Item No.	Subject
	(none)

Planned Activities (30 Minutes):

Item No.	Description	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
20	FMS CRs (Marcus Daughtry) 12/13 – Submitted emergency CR 12/12, will go in morning of 12/14 1/3 – Two CRs will come across in the next week, one for 1/4, one for week of 1/11. 1/4 CR will be implemented by Marcus and Rich Ryan 6:30am on 1/4, will take about 2hrs 1/10 – One CR completed 1/9, one going in on 1/11, another CR will be sent to Rich Ryan and Dave Lass for 1/15, tentative CR is likely for 1/19 1/17 – Another CR will be coming out by COB 1/17, want to implement 1/20 if possible 1/24 – CR 330 today 1/24, CR331 tomorrow 1/25, 332 TBD time next week 1/31 – Two CRs submitted week of 1/25, another CR will be submitted 2/1, no CRs yet scheduled week of 2/8 but anticipate there will be 2 CRs						



Item No.	Description	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
58	ClearQuest / Oracle (Samson Abebe) 12/4 – Need to create and add 2 or 3 new ClearQuest database Oracle tablespaces on the Rational database instance, 100 MB each – will send CR 12/20 – Still waiting on CR 1/3 – Identified 5 additional tablespaces, 100MB each on top of 5 already – total of 10 100MB tablespaces will be requested from VDC for this effort 1/10 – VDC waiting for signoff on request, will then allocate DASD. Samson will provide tablespace names to Rich Ryan 1/17, 1/24, 1/31 – No update						
29	SUN Admin Activities (Joe Abbagnaro, Keith Parmalee) 1/31 <ul style="list-style-type: none"> - Applied a block on direct MQM account logins 11/21. This was to stop people from directly logging into the servers with the MQM account and will provide CSC a way to track who is logging into the servers. Block repealed temporarily, Scott Gray meeting 1/18, hope to schedule block activation by 1/25, VDC would like to get the block activated ASAP - Working with Eric Suzuki to coordinate a good time to do Java Development patch and MQ fix pack installs - Monthly maintenance window 2/3, reboot all systems, apply security patches for CDE - Updates to be applied to MQ start/stop scripts for 35E13 - Request for Theresa Urban to get access forwarded to Dave Hugh - DB2 config changes to E3 and E14 applied by 2/12 - New Portal dev group on E2 and E5 by 2/12 						



Item No.	Description	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
35	<p>Migration of eCampus Based (eCB) ClearQuest Database server from SQL to Oracle (Steve Jarboe, Jason Patton)</p> <p>There is a forthcoming migration of the SQL Server ClearQuest database at Beacon to Oracle at the VDC. Schedule TBD</p> <p>12/13 – Trying to schedule a meeting to discuss Rational conversion 12/27 – Planning to have meeting week of 1/11 1/10 – Met with SFA and Beacon 1/9, looking at late Feb or early March migration 1/24 – eCB production date has slipped from 2/15 to 3/15, migration will occur late-March after production migration 1/31 – No update</p>						
47	<p>eCB CRs (Steve Jarboe, Jason Patton)</p> <p>11/15 – Transitioning application maintenance to Indus Corporation – no changes to website anticipated until mid-Feb 02. 12/13 – No more CRs anticipated until 2/15 release 1/24 – eCB Release 2 production slipped to 3/15. Production Oracle upgrading to 8.1.7.2 with Release 2 production migration 1/31 No update</p>						
60	<p>Data Mart CRs (Tom Schweikert, Tina Liu)</p> <p>1/22 – CR sent this morning 1/22, need Oracle repository backed up, need DLL on NT backed up, need someone on standby to stop and start the Intelligence service 1/31 – Still have CR planned for morning of 2/1. In preliminary planning for April upgrade to MStrat on NT boxes, need to determine who will implement upgrade</p>						



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Item No.	Description	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
61	<p>Storage Area Network Additional DASD (Dave Woods, Dave Murdy)</p> <p>1/24 – HPV2 database instances are being moved from 36GB drives to 72GB drives. Need to coordinate with database owners for unscheduled downtime if necessary. Downtime is one hour per 25GB of data. Dave Woods working with Dave Murdy to coordinate, VDC will submit CRs as schedule opportunities are identified for each instance, hope to complete by 2/5/02</p> <p>1/31 – Completed all but 5 instance, scheduled to complete 4 more weekend of 2/3</p> <ul style="list-style-type: none">• IFAP 2/2• WAS, CBS, FAFSA 2/3• PROD 2/10						



Open Action Items (10 Minutes):

Item No.	Open Date	Description	Assigned To	Comments	Target Date
57	11/29/01	eCB / Indus Connection to VDC Theresa Urban (Indus) and team require direct connection to VDC. IDs and passwords forwarded to Dick Coppage (eCB SSO), on the way to VDC. Interim access through UAL. 12/13 – Dick Coppage working on it, not complete 12/20 – Slawko will follow up with Dick Coppage 1/17 – Received IDs and passwords, working out how to test logins and connection, will contact Keith Parmalee to coordinate 1/24 – Continuing to work w/ Keith Parmalee 1/31 – Request sent to networking group	Theresa Urban	9.1.1.1.1	
Long Term Action Items					
63		(none)			



9.2 Meeting Minutes from 2/7/02, Agenda from 2/14/02

Meeting Information

Meeting Name: Modernization Partners Change / Production / Operations Meeting
Chairs: Dave Woods (Mod Partner), Dave Lass (VDC)
Facilitator: Dave Woods (Mod Partner)
Date: February 14, 2002
Time: 2:00 PM – 3:00 PM EDT
Location: Conference call dial-in, or Rm. 432 in 830 Union Center Plaza
Phone Number: 847-714-2900, ID# 4500

Applications in Production and Supported:

Application	Support Team
FMS	Mod Partner OPS Team
IFAP	Mod Partner OPS Team
Schools Portal	Mod Partner OPS Team
CFO Data Mart	Mod Partner OPS Team
FAFSA	NCS and CSC
FP Data Mart	Mod Partner OPS Team
ITA R1	Mod Partner OPS Team
Ombudsman	ROH
eCB	Mod Partner Development Team
DLM Data Mart	ACS
SFA to the Internet	Mod Partner OPS Team

Agenda:

Subject	Time
Production Issues Review/Update items (5 minutes) Other Questions or New Issues (5 minutes)	10 minutes
Planned Activities on Production Machines	30 minutes
Review Open Action Items	10 minutes
	Total: 0:50



Production Issues (10 Minutes):

Item No.	Subject
	(none)

Planned Activities (30 Minutes):

Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
20	FMS CRs (Marcus Daughtry) 1/10 – One CR completed 1/9, one going in on 1/11, another CR will be sent to Rich Ryan and Dave Lass for 1/15, tentative CR is likely for 1/19 1/17 – Another CR will be coming out by COB 1/17, want to implement 1/20 if possible 1/24 – CR 3.30 today 1/24, CR 3.31 tomorrow 1/25, 332 TBD time next week 1/31 – Two CRs submitted week of 1/25, another CR will be submitted 2/1, no CRs yet scheduled week of 2/8 but anticipate there will be 2 CRs 2/7 – CR 3.34 going in tomorrow, no CRs yet scheduled week of 2/15, expect maybe 1 CR						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
58	ClearQuest / Oracle (Samson Abebe) 12/4 – Need to create and add 2 or 3 new ClearQuest database Oracle tablespaces on the Rational database instance, 100 MB each – will send CR 12/20 – Still waiting on CR 1/3 – Identified 5 additional tablespaces, 100MB each on top of 5 already – total of 10 100MB tablespaces will be requested from VDC for this effort 1/10 – VDC waiting for signoff on request, will then allocate DASD. Samson will provide tablespace names to Rich Ryan 2/7 – Dave Lass approved creation of two out of five tablespaces, three awaiting additional DASD (about 0.5 GB), Dave Murdy will set Rich Ryan up to add three remaining tablespaces						
29	SUN Admin Activities (Joe Abbagnaro, Keith Parmalee) 2/7 <ul style="list-style-type: none"> - Applied a block on direct MQM account logins 11/21. This was to stop people from directly logging into the servers with the MQM account and will provide CSC a way to track who is logging into the servers. Block repealed temporarily, Scott Gray meeting 1/18, hope to schedule block activation by 1/25, VDC would like to get the block activated ASAP - Working with Eric Suzuki to coordinate a good time to do Java Development patch and MQ fix pack installs - Request for Theresa Urban to get access forwarded to networking - Working on options for 180 GB for MQM for EAI on E3, E14, E16, E17, E18. Will have options to present to Keith Wilson if necessary by 2/11 						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
35	<p>Migration of eCampus Based (eCB) ClearQuest Database server from SQL to Oracle (Jason Patton)</p> <p>There is a forthcoming migration of the SQL Server ClearQuest database at Beacon to Oracle at the VDC. Schedule TBD</p> <p>12/13 – Trying to schedule a meeting to discuss Rational conversion 12/27 – Planning to have meeting week of 1/11 1/10 – Met with SFA and Beacon 1/9, looking at late Feb or early March migration 1/24 – eCB production date has slipped from 2/15 to 3/15, migration will occur late-March after production migration 2/7 – Beacon is compiling list of items to be migrated</p>						
47	<p>eCB CRs (Jason Patton)</p> <p>11/15 – Transitioning application maintenance to Indus Corporation – no changes to website anticipated until mid-Feb 02. 12/13 – No more CRs anticipated until 2/15 release 1/24 – eCB Release 2 production slipped to 3/15. Production Oracle upgrading to 8.1.7.2 with Release 2 production migration 2/7 – No change</p>						
60	<p>Data Mart CRs (Tom Schweikert, Tina Liu, Mark Mandrella)</p> <p>1/22 – CR sent this morning 1/22, need Oracle repository backed up, need DLL on NT backed up, need someone on standby to stop and start the Intelligence service 1/31 – Still have CR planned for morning of 2/1. In preliminary planning for April upgrade to MStrat on NT boxes, need to determine who will implement upgrade 2/7 – CR partially done 2/1, scheduled to be completed 2/8. Another CR sent morning of 2/7, scheduled for morning of 2/15, similar to CR on 2/8</p>						



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Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
61	<p>Storage Area Network Additional DASD (Dave Woods, Dave Murdy)</p> <p>1/24 – HPV2 database instances are being moved from 36GB drives to 72GB drives. Need to coordinate with database owners for unscheduled downtime if necessary. Downtime is one hour per 25GB of data. Dave Woods working with Dave Murdy to coordinate, VDC will submit CRs as schedule opportunities are identified for each instance, hope to complete by 2/5/02</p> <p>1/31 – Completed all but five instances, scheduled to complete four more weekend of 2/3</p> <ul style="list-style-type: none">• IFAP 2/2• WAS, CBS, FAFSA 2/3• PROD 2/10 <p>2/7 – Final three instances, WAS, CBS, PROD scheduled for 7am 2/10</p>						



Open Action Items (10 Minutes):

Item No.	Open Date	Description	Assigned To	Comments	Target Date
57	11/29/01	eCB / Indus Connection to VDC Theresa Urban (Indus) and team require direct connection to VDC. IDs and passwords forwarded to Dick Coppage (eCB SSO), on the way to VDC. Interim access through UAL. 12/13 – Dick Coppage working on it, not complete 12/20 – Slawko will follow up with Dick Coppage 1/17 – Received IDs and passwords, working out how to test logins and connection, will contact Keith Parmalee to coordinate 1/24 – Continuing to work w/ Keith Parmalee 1/31 – Request sent to networking group 2/7 – No change	Theresa Urban	9.2.1.1.1	
Long Term Action Items					
63		(none)			



9.3 Meeting Minutes from 2/14/01, Agenda from 2/21/02

Meeting Information

Meeting Name: Modernization Partners Change / Production / Operations Meeting
Chairs: Dave Woods (Mod Partner), Dave Lass (VDC)
Facilitator: Dave Woods (Mod Partner)
Date: February 21, 2002
Time: 2:00 PM – 3:00 PM EDT
Location: Conference call dial-in, or Rm. 432 in 830 Union Center Plaza
Phone Number: 847-714-2900, ID# 4500

Applications in Production and Supported:

Application	Support Team
FMS	Mod Partner OPS Team
IFAP	Mod Partner OPS Team
Schools Portal	Mod Partner OPS Team
CFO Data Mart	Mod Partner OPS Team
FAFSA	NCS and CSC
FP Data Mart	Mod Partner OPS Team
ITA R1	Mod Partner OPS Team
Ombudsman	ROH
eCB	Mod Partner Development Team
DLM Data Mart	ACS
SFA to the Internet	Mod Partner OPS Team

Agenda:

Subject	Time
Production Issues Review/Update items (5 minutes) Other Questions or New Issues (5 minutes)	10 minutes
Planned Activities on Production Machines	30 minutes
Review Open Action Items	10 minutes
	Total: 0:50



Production Issues (10 Minutes):

Item No.	Subject
	(none)

Planned Activities (30 Minutes):

Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
20	FMS CRs (Marcus Daughtry) 1/10 – One CR completed 1/9, one going in on 1/11, another CR will be sent to Rich Ryan and Dave Lass for 1/15, tentative CR is likely for 1/19 1/17 – Another CR will be coming out by COB 1/17, want to implement 1/20 if possible 1/24 – CR 3.30 today 1/24, CR 3.31 tomorrow 1/25, 332 TBD time next week 1/31 – Two CRs submitted week of 1/25, another CR will be submitted 2/1, no CRs yet scheduled week of 2/8 but anticipate there will be 2 CRs 2/7 – CR 3.34 going in tomorrow, no CRs yet scheduled week of 2/15, expect maybe 1 CR 2/14 – No update						



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Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
58	ClearQuest / Oracle (Samson Abebe) 12/4 – Need to create and add 2 or 3 new ClearQuest database Oracle tablespaces on the Rational database instance, 100 MB each – will send CR 12/20 – Still waiting on CR 1/3 – Identified 5 additional tablespaces, 100MB each on top of 5 already – total of 10 100MB tablespaces will be requested from VDC for this effort 1/10 – VDC waiting for signoff on request, will then allocate DASD. Samson will provide tablespace names to Rich Ryan 2/7 – Dave Lass approved creation of two out of five tablespaces, three awaiting additional DASD (about 0.5 GB), Dave Murdy will set Rich Ryan up to add three remaining tablespaces 2/14 – Awaiting scheduling at VDC to move Rational instance from development to production						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
29	SUN Admin Activities (Joe Abbagnaro, Keith Parmalee) 2/14 <ul style="list-style-type: none"> - Applied a block on direct MQM account logins 11/21. This was to stop people from directly logging into the servers with the MQM account and will provide CSC a way to track who is logging into the servers. Block repealed temporarily, Scott Gray meeting 1/18, hope to schedule block activation by 1/25, VDC would like to get the block activated ASAP - Working with Eric Suzuki to coordinate a good time to do Java Development patch and MQ fix pack installs - Request for Theresa Urban to get access has been forwarded to networking - Working on options for 180 GB for MQM for EAI on E3, E14, E16, E17, E18. <ul style="list-style-type: none"> • E17, E18 done • E3, E14 scheduled for 2/18 • E16 low priority, schedule TBD (per Eric Suzuki) - A reinstall of MQSI on E14 is needed. Version 2.0.2 is too high, need to install 2.0.1 						
35	Migration of eCampus Based (eCB) ClearQuest Database server from SQL to Oracle (Jason Patton) There is a forthcoming migration of the SQL Server ClearQuest database at Beacon to Oracle at the VDC. Schedule TBD 12/13 – Trying to schedule a meeting to discuss Rational conversion 12/27 – Planning to have meeting week of 1/11 1/10 – Met with SFA and Beacon 1/9, looking at late Feb or early March migration 1/24 – eCB production date has slipped from 2/15 to 3/15, migration will occur late-March after production migration 2/7 – Beacon is compiling list of items to be migrated 2/14 – No change						



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Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
47	eCB CRs (Jason Patton) 11/15 – Transitioning application maintenance to Indus Corporation – no changes to website anticipated until mid-Feb 02. 12/13 – No more CRs anticipated until 2/15 release 1/24 – eCB Release 2 production slipped to 3/15. Production Oracle upgrading to 8.1.7.2 with Release 2 production migration 2/14 – CR sent in morning of 2/11 for DASD increase, need 2 GB increase on Dev and 2 GB increase on Test ASAP, 4 GB increase on Prod mid-March						
60	Data Mart CRs (Tom Schweikert, Tina Liu, Mark Mandrella) 1/31 – Still have CR planned for morning of 2/1. In preliminary planning for April upgrade to MStrat on NT boxes, need to determine who will implement upgrade 2/7 – CR partially done 2/1, scheduled to be completed 2/8. Another CR sent morning of 2/7, scheduled for morning of 2/15, similar to CR on 2/8 2/14 – CR to be scheduled for 2/22						



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Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
61	<p>Storage Area Network Additional DASD (Dave Woods, Dave Murdy)</p> <p>1/24 – HPV2 database instances are being moved from 36GB drives to 72GB drives. Need to coordinate with database owners for unscheduled downtime if necessary. Downtime is one hour per 25GB of data. Dave Woods working with Dave Murdy to coordinate, VDC will submit CRs as schedule opportunities are identified for each instance, hope to complete by 2/5/02</p> <p>1/31 – Completed all but five instances, scheduled to complete four more weekend of 2/3</p> <ul style="list-style-type: none">• IFAP 2/2• WAS, CBS, FAFSA 2/3• PROD 2/10 <p>2/7 – Final three instances, WAS, CBS, PROD scheduled for 7am 2/10</p> <p>2/14 – Dave Murdy was in the process of completing the move when a hardware problem occurred, move rescheduled TBD</p>						



Open Action Items (10 Minutes):

Item No.	Open Date	Description	Assigned To	Comments	Target Date
57	11/29/01	eCB / Indus Connection to VDC Theresa Urban (Indus) and team require direct connection to VDC. IDs and passwords forwarded to Dick Coppage (eCB SSO), on the way to VDC. Interim access through UAL. 12/13 – Dick Coppage working on it, not complete 12/20 – Slawko will follow up with Dick Coppage 1/17 – Received IDs and passwords, working out how to test logins and connection, will contact Keith Parmalee to coordinate 1/24 – Continuing to work w/ Keith Parmalee 1/31 – Request sent to networking group 2/7 – No change	Theresa Urban	9.3.1.1.1	
Long Term Action Items					
63		(none)			



9.4 Meeting Minutes from 2/21/01, Agenda from 2/28/02

Meeting Information

Meeting Name: Modernization Partners Change / Production / Operations Meeting
Chairs: Dave Woods (Mod Partner), Dave Lass (VDC)
Facilitator: Dave Woods (Mod Partner)
Date: February 28, 2002
Time: 2:00 PM – 3:00 PM EDT
Location: Conference call dial-in, or Rm. 432 in 830 Union Center Plaza
Phone Number: 847-714-2900, ID# 4500

Applications in Production and Supported:

Application	Support Team
FMS	Mod Partner OPS Team
IFAP	Mod Partner OPS Team
Schools Portal	Mod Partner OPS Team
CFO Data Mart	Mod Partner OPS Team
FAFSA	NCS and CSC
FP Data Mart	Mod Partner OPS Team
ITA R1	Mod Partner OPS Team
Ombudsman	ROH
eCB	Mod Partner Development Team
DLM Data Mart	ACS
SFA to the Internet	Mod Partner OPS Team

Agenda:

Subject	Time
Production Issues Review/Update items (5 minutes) Other Questions or New Issues (5 minutes)	10 minutes
Planned Activities on Production Machines	30 minutes
Review Open Action Items	10 minutes
	Total: 0:50



Production Issues (10 Minutes):

Item No.	Subject
	(none)

Planned Activities (30 Minutes):

Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
20	FMS CRs (Marcus Daughtry) 1/10 – One CR completed 1/9, one going in on 1/11, another CR will be sent to Rich Ryan and Dave Lass for 1/15, tentative CR is likely for 1/19 1/17 – Another CR will be coming out by COB 1/17, want to implement 1/20 if possible 1/24 – CR 3.30 today 1/24, CR 3.31 tomorrow 1/25, 332 TBD time next week 1/31 – Two CRs submitted week of 1/25, another CR will be submitted 2/1, no CRs yet scheduled week of 2/8 but anticipate there will be 2 CRs 2/7 – CR 3.34 going in tomorrow, no CRs yet scheduled week of 2/15, expect maybe 1 CR 2/21 – CR 337 going in on Monday 2/25						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
58	ClearQuest / Oracle (Samson Abebe) 12/4 – Need to create and add 2 or 3 new ClearQuest database Oracle tablespaces on the Rational database instance, 100 MB each – will send CR 1/3 – Total of 10 100 MB tablespaces will be requested from VDC for this effort 1/10 – VDC waiting for signoff on request, will then allocate DASD. Samson will provide tablespace names to Rich Ryan 2/7 – Dave Lass approved creation of two out of five tablespaces, three awaiting additional DASD (about 0.5 GB), Dave Murdy will set Rich Ryan up to add three remaining tablespaces 2/14 – Awaiting scheduling at VDC to move Rational instance from development to production 2/21 – Samson has provided tablespace names to Rich Ryan for new tablespaces. VDC is planning on moving Rational Oracle instances from dev to prod, schedule TBD pending V1/V2 stabilization						
29	SUN Admin Activities (Joe Abbagnaro, Keith Parmalee) 2/21 - Applied a block on direct MQM account logins 11/21. This was to stop people from directly logging into the servers with the MQM account and will provide CSC a way to track who is logging into the servers. Block repealed temporarily, Scott Gray meeting 1/18, hope to schedule block activation by 1/25, VDC would like to get the block activated ASAP - Working with Eric Suzuki to coordinate a good time to do Java Development patch and MQ fix pack installs - Request for Theresa Urban to get access has been forwarded to networking - A reinstall of MQSI on E14 is needed. Version 2.0.2 is too high, need to install 2.0.1						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
35	<p>Migration of eCampus Based (eCB) ClearQuest Database server from SQL to Oracle (Jason Patton)</p> <p>There is a forthcoming migration of the SQL Server ClearQuest database at Beacon to Oracle at the VDC. Schedule TBD</p> <p>12/13 – Trying to schedule a meeting to discuss Rational conversion 12/27 – Planning to have meeting week of 1/11 1/10 – Met with SFA and Beacon 1/9, looking at late Feb or early March migration 1/24 – eCB production date has slipped from 2/15 to 3/15, migration will occur late-March after production migration 2/7 – Beacon is compiling list of items to be migrated 2/21 – No change</p>						
47	<p>eCB CRs (Jason Patton)</p> <p>11/15 – Transitioning application maintenance to Indus Corporation – no changes to website anticipated until mid-Feb 02. 12/13 – No more CRs anticipated until 2/15 release 1/24 – eCB Release 2 production slipped to 3/15. Production Oracle upgrading to 8.1.7.2 with Release 2 production migration 2/14 – CR sent in morning of 2/11 for DASD increase, need 2 GB increase on Dev and 2 GB increase on Test ASAP, 4 GB increase on Prod mid-March 2/21 – Coordinating with Rich Ryan on DASD request for Dev, Test, Prod</p>						



Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
60	<p>Data Mart CRs (Tom Schweikert, Tina Liu, Mark Mandrella)</p> <p>1/31 – Still have CR planned for morning of 2/1. In preliminary planning for April upgrade to MStrat on NT boxes, need to determine who will implement upgrade</p> <p>2/7 – CR partially done 2/1, scheduled to be completed 2/8. Another CR sent morning of 2/7, scheduled for morning of 2/15, similar to CR on 2/8</p> <p>2/14 – CR to be scheduled for 2/22</p> <p>2/21 – CR 4 scheduled for 3/1, currently drafting CR 5. Planning to upgrade MicroStrategy to version 7.2 when available April or May '02</p>						
63	<p>Credit Management Data Mart (Brad Wilson)</p> <p>2/21</p> <ul style="list-style-type: none"> - Scheduled for production on 3/8 - In process of drafting a CR for the following: <ul style="list-style-type: none"> • May want to bring Intelligence Server down longer (7am to 1 or 2pm) than scheduled during the weekly Sunday morning NT maintenance window on 3/10 • Build CMDM, MicroStrategy, Informatica objects • Implement SSL on Data Mart site 						



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Item No.	Description	Jan 02	Feb 02	Mar 02	Apr 02	May 02	Jun 02
61	<p>Storage Area Network Additional DASD (Dave Woods, Dave Murdy)</p> <p>1/24 – HPV2 database instances are being moved from 36GB drives to 72GB drives. Need to coordinate with database owners for unscheduled downtime if necessary. Downtime is one hour per 25GB of data. Dave Woods working with Dave Murdy to coordinate, VDC will submit CRs as schedule opportunities are identified for each instance, hope to complete by 2/5/02</p> <p>1/31 – Completed all but five instances, scheduled to complete four more weekend of 2/3:</p> <ul style="list-style-type: none">• IFAP 2/2• WAS, CBS, FAFSA 2/3• PROD 2/10 <p>2/7 – Final three instances, WAS, CBS, PROD scheduled for 7am 2/10</p> <p>2/14 – Dave Murdy was in the process of completing the move when a hardware problem occurred, move rescheduled TBD</p> <p>2/21 – No update</p>						



Open Action Items (10 Minutes):

Item No.	Open Date	Description	Assigned To	Comments	Target Date
57	11/29/01	eCB / Indus Connection to VDC Theresa Urban (Indus) and team require direct connection to VDC. IDs and passwords forwarded to Dick Coppage (eCB SSO), on the way to VDC. Interim access through UAL. 12/13 – Dick Coppage working on it, not complete 12/20 – Slawko will follow up with Dick Coppage 1/17 – Received IDs and passwords, working out how to test logins and connection, will contact Keith Parmalee to coordinate 1/24 – Continuing to work w/ Keith Parmalee 1/31 – Request sent to networking group 2/21 – No change	Theresa Urban	9.4.1.1.1	
Long Term Action Items					
64		(none)			



10 Appendix C – Preliminary Requirements Form

10.1 Lender Redesign Form

The purpose of this document is to provide the VDC staff with advance notice of pending requirements and identify major cost drivers. This should include the best information available at the time (prior to IRB approval). It is recognized that this information may change during the course of migration planning or detailed design. This document essentially represents the major components of a technical architecture design deliverable. If a draft technical architecture design document is available containing the information required below, that can be provided in lieu of sections 3 - 11.

For systems migrating to the VDC: If there will be changes in the type or level of service/support after migration to the VDC, changes should be noted in the appropriate section of this document.

For questions on completion of this form, please contact Dave Lass (VDC, dlass@csc.com, 203-317-5037)

1. Project Name, Description and Contact Information

- Provide a brief overview of the project, who the project sponsor is, who the users are, the business purpose of the application, and expected users per day and peak concurrent users
- List contact information for the project tech arch lead, project manager, and SFA Business Owner
- List recurring project Tech Arch meeting schedule

Overview

The Student Loan processing Center (SLPC) processes forms that enable the Department of Education to administer, monitor, and control the Federal Family Education Loan Program (FFELP). The SLPC is maintained and operated by the current FFELP contractor, Raytheon Systems, Incorporated.

The Student Financial Assistance (SFA) office is identifying ways to reduce unit cost while delivering improved student financial aid capabilities to students, schools, and financial partners. In support of SFA's objectives, the Financial Partners Channel has decided to improve its current Lender payment and reporting processes, which today requires manual intervention that is both costly and labor intensive. This functional design document details the requirements necessary to meet the objective. The project will involve coordinated activities with the FFEL Retirement IPT and the various FMS implementation due to the critical dependencies.

The Lender Participation Questionnaire (LPQ) is used to collect Lender information that SFA uses to establish a central Lender file used to store individual Lender data in association with individual Lender numbers. This process will become web-enabled. All Lenders must complete this LPQ



process prior to submitting a Lender Invoice (currently ED799).

FFEL currently processes the Lender's Interest and Special Allowance Request and Report (ED Form 799) in an IDMS database. ED Form 799 is used by SFA and the Department of Education to record interest subsidies, special allowance payments due Lenders, record and collect origination and Lender fees, and to obtain information on a Lender's portfolio under the FFEL program (Stafford Loans, Federally Insured Student Loans, PLUS Loans, Supplemental Loans for Students (SLS) and Consolidation Loans). A Lender must submit the form for each quarter it requests payments from ED and for each quarter it owes origination fees to ED. The ED Form 799 may currently be submitted in hard copy or electronically via EDI. This task order will include the development and design of a new Lender Invoice that is web-enabled or provide the File Transfer to submit via the internet which integrates with SFA/FMS Oracle.

In addition, the collection of the Sallie Mae monthly offset fees and Consolidation Loan Rebate fees is currently a manual process performed by Mellon Bank and recorded in a Lender miscellaneous income sub system maintained by the FFELP contractor. Also, miscellaneous checks are currently received by SFA CFO staff and manually key into the system. Lastly, individual checks and electronic fund transfers received by Raytheon's SLPC are applied against Accounts Receivable or recorded as origination fee income (treated as a gratuitous payment). These collection functions will be automated to process through Treasury's Pay.gov system that will be integrated with FMS.

Purpose

The purpose of this document is to provide a detailed functional design for the redesign of the FFEL Lender Reporting System that is required for Phases III and IV of the SFA FMS modernization effort. This document is a compilation of the FFEL Lender Payment Process requirements gathered throughout the project.

A functional design answers the question "What requirements have the user representatives communicated to the SFA Financial Management System Integrated Program Team (SFA FMS IPT)?"

Phase III consists of the following initiatives:

FFEL Program (FFELP) Lender Reporting System

In order to successfully implement Phases III and IV, it is important that there be a common understanding of the functionality that will be delivered and that the scope of work is controlled. This document reflects the agreed scope of *what* will be delivered for FFEL Lender Reporting System Redesign in Phases III and IV. Modifications to this design may be submitted and will be managed through the change management process. An impact analysis will be performed and an assessment of how best to accommodate the request will be made.

In addition to defining scope, functional designs serve other purposes such as input to testing and user training. In short, this document:



Provides a common agreement of the functionality to be provided
Demonstrates understanding of user requirements
Describes the business rules for the re-engineered Lender Reporting System
Serves as the basis for the development of the Lender Reporting System
Provides input for testing scenarios
Provides input to user training
Provides input to technical design

Contact Information

Project Manager – Kimberly J Congdon
SFA Business Owner – TBD
Tech Arch Lead – TBD

User Traffic Information

Number of users/ day – 250
Peak Concurrent users – 200

2. Project Milestone Dates

- List key milestone/target dates: IRB, Task Order Signed, development / test / stage / production environments required, PRR date, Migration date, Go-Live date. For environment dates, please list the date that each environment is first required to be available.

TO #73, Development Region – DEV2

Milestone Dates

LAP Go Live Date – End of March
LaRS Go Live Date – End of June

Environment Dates

LAP Test Environment – 25th February 2002
LaRS Test Environment – 15th April 2002

Migrating Systems' Existing Technical Architecture Description

(Sections 3 and 4 are directed at describing the current environment, prior to migration to the VDC)

- Provide logical and physical diagrams of all development, test, stage, and production systems with server names and IP addresses. If applicable, include names and IP addresses of remote access locations
- Include specific hardware platform, operating system, database, application software, middleware, etc...
- Indicate number of production, standby, and test systems



- Indicate any unique systems (i.e. hot standby, clustering, redundancy, etc.)

LaRS Existing Technical Architecture is consistent with FMS

Migrating Systems' Existing Technical Architecture Hardware and Software Inventories

- Hardware Inventory: Show all existing development, test, stage, and production servers prior to migration

Computing Environment	Server Name / IP	Server Manufacturer & Model, Serial #, Asset #, etc.
Development		
Test		
Stage		
Production		

- Software Inventory: Show version / revision levels for software on each computing environment above. Include all development, test, stage, and production servers prior to migration



	Other Application tools			
	Oracle Applications Oracle General Ledger Oracle Payables Oracle Receivable Oracle Assets	Release 11.0.3	Application Server	
	Oracle Public Sector Applications Oracle Public Sector General Ledger Oracle Public Sector Payables Oracle Public Sector Receivables	Version 3.3 for Release 11.0.3 of Oracle Applications	Application Server	
	Oracle U.S. Federal Financials Oracle U.S. Federal General Ledger Oracle U.S. Federal Payables Oracle U.S. Federal Receivables	Version 3.3 for Release 11.0.3 of Oracle Applications	Application Server	

3. System Technical Architecture Requirements at the VDC

- Provide logical and physical diagrams of all development, test, stage, and production systems to be utilized at the VDC – include server names and IP addresses. If applicable, include names and IP addresses of remote access locations.
 - Include specific hardware platform, operating system, database, application software, middleware, etc...
 - Specify individual server boxes if possible (SU22E4, SU35E10, HPV2, etc.)
 - Show all interfaces to other applications and indicate their location (if outside the VDC)
- Indicate key architecture decisions pending (i.e. hardware platform, database, number of servers)
- What software development platform will be used?

LaRS System Technical Architecture Requirements will be consistent with FMS

Application Development

- Where will application development be done?
- Who will do application development (VDC client, VDC client partner, third party contractor)?
- What development services (i.e. systems admin, development DBA) will be required of the VDC?

Application Development Server: DEV2

Application Development will be done by Third Party Contractors

The VDC will be responsible for system administration procedures, which will include code migration.

Operations Support

- Who will do application maintenance and production support (VDC, VDC client partner, third



party contractor)?

- Is the VDC required to perform reboots?
- Is the VDC required to start/stop processes?
- Is the VDC required to do performance analysis and reporting?
- The VDC will monitor the network, hardware, and operating system. What additional automated monitoring is required by the VDC?
- What manual monitoring is required of the VDC?
- Will the VDC be required to be involved in:
 - Audit trail tape mounts?
 - Job scheduling?
 - Periodic processing (i.e. weekly, month end, year end)?
 - Special business tasks (i.e. special reports, microphiche tapes, etc.)?
- What other maintenance is required?
- Provide copies of software maintenance contracts for software that the VDC will support

LaRS Operations Support will be consistent with FMS



Backups

- What types of backup are required (i.e. disk-to-disk, disk-to-tape, database, full, incremental)?
 - What backup frequency?
 - What number of tapes for each backup?
 - What type of backup tape?
 - How many tapes should be in the backup pools?
- Is off-site storage required?
 - How often will tapes be sent off-site?
 - When will tapes be returned?
 - Will there be any long-term archival / storage of off-site tapes?

LaRS Backup procedure will be consistent with FMS

Network Connectivity Requirements

- List or diagram required methods for access to the application (i.e. web, virtual private network, EDNet). Include all connectivity to off-site development environments or other systems
- List requirements for developer remote access
- From what locations (IP addresses)?
- What type of access (read, write, change, delete)?

LaRS Network Connectivity Requirements will be consistent with FMS

Database Requirements

- List requirements such as expected database size, OLTP vs. data warehouse, magnitude of expected transaction and data volumes, system availability requirements (24x7 vs. 8-5 weekdays), etc.. Specify database requirements for development, test, stage, and production if possible. For database size, provide rough estimates of database size in gigabytes by quarter over the next year.

Expected Increase in Database Size – approximately 400MB per quarter

Development and Test database exist as a part of FMS.

Privacy and Security

- Does this system store Privacy Act information (i.e. individual borrower information)? How will privacy act data be protected?
- Is this system a 'system of record' (i.e. does it create a new database of information associated with individuals such as individual borrower information)?



- Briefly describe how the major security concerns (availability, confidentiality, integrity, and auditability) are addressed
- What major security and encryption techniques will be employed (i.e. application userID/password, VPN, secure socket layer, digital certificates, etc...)?
- Can existing enrollment processes for VPN or TIVWAN be leveraged for enrolling users (i.e. collecting user information for creating userIDs)?
- Can lightweight directory access protocol be used?
- State verification that persistent cookies will not be used (persistent cookies are not allowed at the Department of Education, for example – session cookies are allowed to maintain state)

LaRS Privacy and Security requirements will be consistent with FMS.

Help Desk (Migrating Systems)

- Is there currently a formal Help Desk? What are the responsibilities? Provide Help Desk telephone number and contact name.

A LaRS Help Desk will be established prior to the LAP and LaRS production release. The Help Desk will answer user questions and maintain user accounts.